

CHOOSE BELFAST MET CHOOSE SUCCESS



2024-2025

STUDENT HANDBOOK



Welcome

Welcome to Belfast Met! We are really pleased that you have chosen to study at our award-winning College.

In this Student Handbook, you will find information on College facilities and policies as well contact details of some of the teams here to help and support you through your student journey with us.

We hope that you find the information useful, and we wish you all the best with your studies in the coming year.

Disclaimer

Belfast Met has made every effort to ensure the accuracy of this publication. The information it contains is accurate as of July 2024.

Alternative formats

To request all or part of this document in an alternative format (e.g., Braille, Daisy, large print, audio, computer disc) or language, email:
CorporateDevelopment@belfastmet.ac.uk.



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Careers & Employability Service



What we do

We can help you to make important decisions about your education, training or career development.

We offer:

- 1-to-1 careers advice
- careers resources
- job and apprenticeships fairs and higher education talks

To keep up to date with careers events and job vacancies, see our Careers & Employability Facebook page, X feed or our [Careers & Employability Canvas](#) page.



Belfast Met Careers Service



@careersbmet

Careers and Employability Service term time hours (Opening times may vary depending on staff availability)



Titanic Quarter Campus

Careers Resource Area, Level 2, Room 60
Monday - Friday 9:00am - 12:00pm and 1:00pm - 4:00pm
Contact us to book an appointment with a Careers Adviser.



Millfield Campus

Building 1, Level 2, Room 14C
Monday - Friday 9:00am - 12:00pm and 1:00pm - 4:00pm
Contact us to book an appointment with a Careers Adviser.



Castlereagh Campus

Contact us to book an appointment with a Careers Adviser.



e3 and Outreach Buildings

Contact us to book an appointment with a Careers Adviser.

How to contact us - email: careers@belfastmet.ac.uk or call: 028 9026 5066.

<https://www.belfastmet.ac.uk/life-at-the-met/students-support/careers-and-employability/>

Inclusive Learning



What we do

Our Inclusive Learning team supports students with a disability, learning difficulty and/or long-term medical condition.

To access our services, students must:

- complete a Learning Support Referral Form (LS1)
- provide evidence of their condition(s)
- meet with Inclusive Learning staff for an assessment

Inclusive Learning Service term time hours (Opening times may vary depending on staff availability)



Titanic Quarter Campus

Level 2, Room 62

Monday – Friday 9:00am - 4:00pm



Millfield Campus

Building 1, Level 2, Room 9

Monday – Friday 9:00am - 4:00pm



Castlereagh Campus

Building 5, Student Support Hub

Email or phone us to book an appointment



e3 Campus

Level 1, Meeting Room 4

Email or phone us to book an appointment

How to contact us - email: inclusivelearning@belfastmet.ac.uk or call: 028 9026 5097.

<https://www.belfastmet.ac.uk/life-at-the-met/students-support/inclusive-learning-development/>

JAM Card

Belfast Met is a JAM Card friendly organisation. You can use the JAM Card or the JAM App to tell our staff that you need more time when communicating with them.

To order a plastic card, call **028 9043 6400**.



For more information about the JAM Card, visit: www.jamcard.org

www.belfastmet.ac.uk

Student Funding

What we do

The Student Funding team provides advice on student funding options and administers the following student support funds:

- The Learner Support Fund
- The Learner Support Fund Childcare (for students aged 20+)
- The Care to Learn Scheme (childcare for students aged 16-19)
- The Higher Education (HE) Bursary
- The Barclays Learning Support Grant

For more information about these funds, please see our webpage.

Contact us to book an appointment to discuss your funding options.

Student Funding Service term time hours (Opening times may vary depending on staff availability)



Titanic Quarter Campus

Level 1, Room 29

Monday – 9:00am – 12:00pm and 1:00pm - 4:00pm

Thursday – 9:00am – 12:00pm and 1:00pm - 4:00pm



Millfield Campus

Building 1, Level 2, Room 10A

Tuesday – 9:00am - 12:00pm and 1:00pm - 4:00pm

Wednesday – 9:00am - 12:00pm and 1:00pm - 4:00pm



Castlereagh Campus

Building 5, Room 31

Wednesday – 9:00am - 12:00pm and 1:00pm - 4:00pm

**How to contact us – email: studentfunding@belfastmet.ac.uk
or call: 028 9026 5183.**

<https://www.belfastmet.ac.uk/life-at-the-met/students-support/student-finance/>

Students' Union

What we do

The Students' Union (SU) represents all of our students on all of our campuses - every student enrolled at Belfast Met is automatically a member of the SU.

We offer:

- Relaxing spaces to use outside class time
- Regular SU campaigns and activities
- Help with any issues, questions or concerns you may have
- Health, lifestyle and welfare initiatives
- Support for the Student Council and Class Representatives

You can get updates on SU activities on Canvas, Facebook and Instagram @belfastmetsu.

You can follow us on Tiktok through @metsu5.

Students' Union Service term time hours (Opening times may vary depending on staff availability)



Titanic Quarter Campus

Students' Union Area, Level 1, Room 43
Monday - Friday 9:00am - 5:00pm



Millfield Campus

Building 1, Level 2, Room 14b
Monday, Wednesday and Friday 9:00am - 5:00pm



Castlereagh Campus

Building 5, Student Support Hub
Friday - 9:00am - 5:00pm

**How to contact us – email: studentsunion@belfastmet.ac.uk
or call: 028 9026 5053.**

<https://www.belfastmet.ac.uk/life-at-the-met/students-support/students-union/>

Centre for Student Wellbeing

What we do

The Centre for Student Wellbeing helps students to understand and proactively manage their physical wellbeing and mental health.

We offer:

- Individual wellbeing assessments
- Support when you need to discuss matters with your tutors
- Health and wellbeing awareness programmes and workshops
- Student wellness and welfare clinics

Centre for Student Wellbeing Service term time hours (Opening times may vary depending on staff availability)



Titanic Quarter Campus

Level 1, Room 46

Monday - Friday 9:00am - 5:00pm



Millfield Campus

Building 1, Level 2, Room 9

Monday - Friday 9:00am - 5:00pm



Castlereagh Campus

Building 5, Student Support Hub

Email or phone us to book an appointment



e3 and Outreach Buildings

Main Building, Level 1, Meeting Room 4

Email or phone us to book an appointment

**How to contact us – email: centre4wellbeing@belfastmet.ac.uk
or call: 028 9026 5108.**

<https://www.belfastmet.ac.uk/life-at-the-met/students-support/student-wellbeing/>

Student Counselling

In partnership with Inspire, the College provides a professional and confidential counselling service that is available to all Belfast Met students.

Freephone telephone support line

Inspire's freephone support line is open 24 hours a day, 365 days a year. Its specially trained support team can put you in touch with an accredited and experienced counsellor.

Whatever's on your mind, call us free and confidentially on:
0808 800 0032



Inspire Student Support Hub

The resources on the Inspire Student Support Hub are designed to help you to care for your personal wellbeing.

Visit us at: www.inspiresupporthub.org/students

To access the hub, click the 'Sign up' button on the Inspire homepage and enter the unique Belfast Met student PIN, which is BMETHUB!. Please do not share the PIN outside the College.

For technical queries about the hub, please contact: hubsupport@inspirewellbeing.org.

For general wellbeing queries, please contact the Student Wellbeing Team.

Student Counselling - Appointments (times may vary)



Titanic Quarter Campus

Counselling by appointment

Level 2, Room 60

Thursday 9:00am - 4:00pm

Drop In (no appointment needed)

Level 2, Room 60

Tuesday 10:00am - 4:00pm



Millfield Campus

Counselling by appointment

Student Support Hub, Building 1, Level 2, Room 10a

Thursday 9:00am - 4:00pm

How to contact us - email: support@inspirewellbeing.org or call: 0808 800 0032.

www.inspiresupporthub.org/students

Safeguarding

What we do

Belfast Met's Safeguarding Team deals with reports of suspected abuse of our students.

Students may be at risk of any of the following types of abuse:

- **Emotional abuse**
- **Exploitation**
- **Financial abuse**
- **Institutional abuse**
- **Neglect**
- **Physical abuse**

Our experienced Safeguarding Officers will follow up with sensitivity and will provide emotional and practical support. Our Student Wellbeing Team will also provide any additional support needed.



To report a safeguarding concern, please speak to any member of Belfast Met staff or email:

safeguarding@belfastmet.ac.uk

The team will treat the student with care and respect and will support them fully through the disclosure process and beyond.

For more information about safeguarding, including our Safeguarding Team poster with updated contact details, please see our safeguarding webpage:

<https://www.belfastmet.ac.uk/life-at-the-met/students-support/safeguarding/>

Looking after your Health and Wellbeing

ASCERT – Drugs and Alcohol

ASCERT helps individuals, families and communities across Northern Ireland with alcohol or drug-related concerns.

For more information, visit: www.ascert.biz or call: **0800 254 5123**.



Cancer Focus - Stop Smoking

Cancer Focus Northern Ireland runs a free and confidential Stop Smoking drop-in clinic every week in the College's main campuses.

For more information, contact Cancer Focus:
email: hello@cancerfocusni.org or phone: **028 9066 3281**.

Please note that Belfast Met operates a non-smoking / vaping policy.



Cara - Friend

Cara - Friend supports people aged 12 – 25 who identify as LGBTQI+ and who question their sexual orientation or gender identity.

For more information, email: youthsupport@cara-friend.org.uk,
call: **0808 8000 390** or drop into the **LGBTQI+ Centre at 23 - 31 Waring Street, Belfast, BT1 2DX**.



Common Youth

Common Youth offers a drop-in sexual health clinic for young people under 25. The Belfast clinic is open 7 days a week.

For more information, visit: www.commonyouth.com,
email: hello@commonyouth.com or call: **028 9032 8866**.



Looking after your Health and Wellbeing

the **H|Y|P|E** team

Health for Youth Through Peer Education

Hype Clinic

HYPE offers free and confidential sexual health advice to young people under 25.

You can call them on **028 9504 0317** (Mon. to Fri. 9am - 4pm) or speak to them on campus.

HYPE drop-in clinics during term time



Titanic Quarter Campus

Level 2, Room 60

Thursday 10:00am - 12:00pm



Millfield Campus

Building 1, Level 4, Room 7

Thursday 1:30pm - 3:30pm



Castlereagh Campus

Building 1, Ground Floor, Room 27

Monday 10:00am - 11:30am

(every 2 weeks - dates publicised locally)



e3 Campus

Room E3-FF-014

Monday 1:00pm - 2:30pm

(every 2 weeks - dates publicised locally)

Staying Safe

Get Home Safe

A good night starts and ends with friends. Before going out, think about where you're going and how you will get there and back safely. Stay together and look out for each other. Try to keep some money to one side, in case you get stranded or miss the last bus or train.

Out and about, protect yourself by following these simple rules:

- Keep your money, phone and other valuables out of sight.
- Walk confidently and always be aware of what's going on around you.
- Avoid short cuts and isolated or badly lit areas.
- If you think you're being followed, go into a pub or shop to call a friend to meet you, or phone the police.
- Keep your house keys on you and get them out before you reach your door.
- If you're attacked, shout and run.
- If something does happen to you, report it to the police and the College.

Make sure you protect yourself and your friends by:

- Knowing your drinking limits - alcohol can make you vulnerable.
- Alternating alcoholic drinks with water or soft drinks.
- Not accepting a drink from a stranger.
- Leaving your drink with your friends when you go to the toilet or for a dance.
- Asking your friends to get you home if you suddenly feel odd or unusually drunk and doing the same for them.
- Always looking out for each other.

Looking after your accommodation:

- When you go out or go to bed, make sure that your laptop and other valuables are out of sight and that your windows and doors are locked.
- Don't leave any electronic or high value goods in your student accommodation if you go back home for a while - bring them home with you.
- Put lights on a timer.
- Mark and register your valuables using a Secured By Design approved property marking solution and advertise the fact using window stickers.
- Ask if your property is already registered with an approved scheme or code of practice. If it isn't, register it for free using Immobilise, a national police-approved database.

Times of Difficulty

Abuse

Childline

Childline is a counselling service for under 18s. Freephone: **0800 11 11**.

Police Service of Northern Ireland - in an emergency, phone: **999**; otherwise, phone: **101**.

Rowan Centre (Regional Sexual Assault Referral Centre for Northern Ireland). To contact the Rowan Centre, phone: **0800 389 4424**.

Safe Place

Safe Place's freephone 24-hour helpline is open to anyone affected by domestic or sexual abuse.

To contact Safe Place, phone: **0808 802 1414**.



Addiction

DAISY Drug and Alcohol Services

DAISY's information and advice service helps clients to reduce the harm caused by substance use.

For more information, email: **info@start360.org** or phone: **028 9043 5810**.



GamCare

GamCare provides gambling support services to anyone who is at risk because of their own or someone else's gambling.



For more information, visit: **www.gamcare.org.uk** or phone: **0808 8020133**.



Visit <https://helplinesni.com/> for details of over 30 different helplines and support services operating across Northern Ireland.

Emotional Support

Belfast Samaritans

Belfast Samaritans provide confidential, non-judgemental emotional support to people who are lonely, distressed or in despair and who may be having suicidal thoughts.

Email: jo@samaritans.org, freephone: **116 123** (24/7, 365 days a year) or call into the Samaritans Belfast branch (**5 Wellesley Avenue - open 9am -10pm every day**; no appointment needed).



Lifeline

Lifeline runs a 24/7 confidential helpline service for people of any age in Northern Ireland who are experiencing distress or despair.

Phone: **0808 808 8000** or Textphone: **18001 0808 808 8000**.



Housing

Housing Rights

Housing Rights works to improve lives by tackling homelessness and housing problems in Northern Ireland. For information or advice on all things housing related,

visit: www.housingrights.org.uk or phone: **028 9024 5640**.



MACS Floating Support

MACS Floating Support helps people aged 16-25 who are homeless or at risk of becoming homeless, or who need help to maintain their tenancy.

For more information, email: belfastfloatingsupport@macsni.org or phone: **028 9031 3163**.



Simon Community Northern Ireland

Simon Community NI is a charity that supports people who are homeless or at risk of becoming homeless. It provides emergency accommodation, advice, community support and a 24/7 freephone helpline.

For more information, visit: www.simoncommunity.org or phone: **0800 171 2222**.



Your Health and Safety

We work hard to keep you safe on College premises, but you need to do your bit as well. The health and safety slides in the student induction package explain your responsibilities in more detail.

If you have any concerns about health and safety, you can speak to your course tutor or contact the Health and Safety team via any campus Reception desk.

Accident Reporting

An accident is any unplanned event that results in injury or ill-health to a person(s). If you have an accident on College premises or while on College business, you need to complete an accident report form. These forms are available from your course tutor or from Reception.

Fire Safety

If you discover a fire...

Sound the alarm and leave the building immediately.

On hearing the fire alarm...

Leave the building immediately by the nearest exit.

If you tell us that you need help to leave a College building safely in an emergency evacuation, we will draw up a personal emergency evacuation plan for you.

To reduce the risk of fires, e-scooters are not permitted in College buildings.



First Aid

First aid equipment, facilities and personnel are available on all of our campuses during College opening hours. If you need first aid, please speak to your tutor or to Reception staff.

Smoking / Vaping

Our campuses are smoke-free.

If you want to smoke a cigarette, e-cigarette or vape, you need to do that outside the College perimeter.





Term Dates 2024-2025

Belfast Met Term Dates 2024-2025	
Autumn Term	Monday 2 nd September – Friday 20 th December 2024
Half Term Break	Monday 28 th October – Friday 1 st November 2024
Spring Term	Monday 6 th January – Friday 11 th April 2025
Half Term Break	Monday 10 th February – Friday 14 th February 2025
Summer Term	Monday 28 th April – Friday 20 th June 2025





Student Policies

This section of the handbook covers some of the Belfast Met policies which will affect you at College. You can find all of the College policies on our website.

Please contact the Students' Union if you need advice on these policies or how they affect you - studentsunion@belfastmet.ac.uk.

To find out how to make a complaint, email: complaints@belfastmet.ac.uk or read our [Complaints and Compliments Policy](#).

For more information on how to stay healthy and safe at College, read our [Health and Safety Policy](#).

To find out how to use College IT equipment responsibly, read our [IT Acceptable Usage Policy](#).

If you will need help to leave the building safely in an emergency, when the lifts are out of action, speak to your course team or School office staff now about a Personal Emergency Evacuation Plan (PEEP). To find out more about PEEPs, read the [Personal Emergency Evacuation Plan Policy](#).

The College has safeguarding procedures to help students to keep themselves safe and to prevent abuse. To report abuse or suspected abuse, speak to any member of Belfast Met staff or email: safeguarding@belfastmet.ac.uk. To find out more, read the [Safeguarding, Care and Welfare Policy](#).

To find out more about attendance and timekeeping, or what to do if you are unable to come to College, read the [Student Attendance, Punctuality and Fitness to Study Policy](#).

For more information on how Belfast Met students are expected to behave, read our [Student Code of Conduct](#).

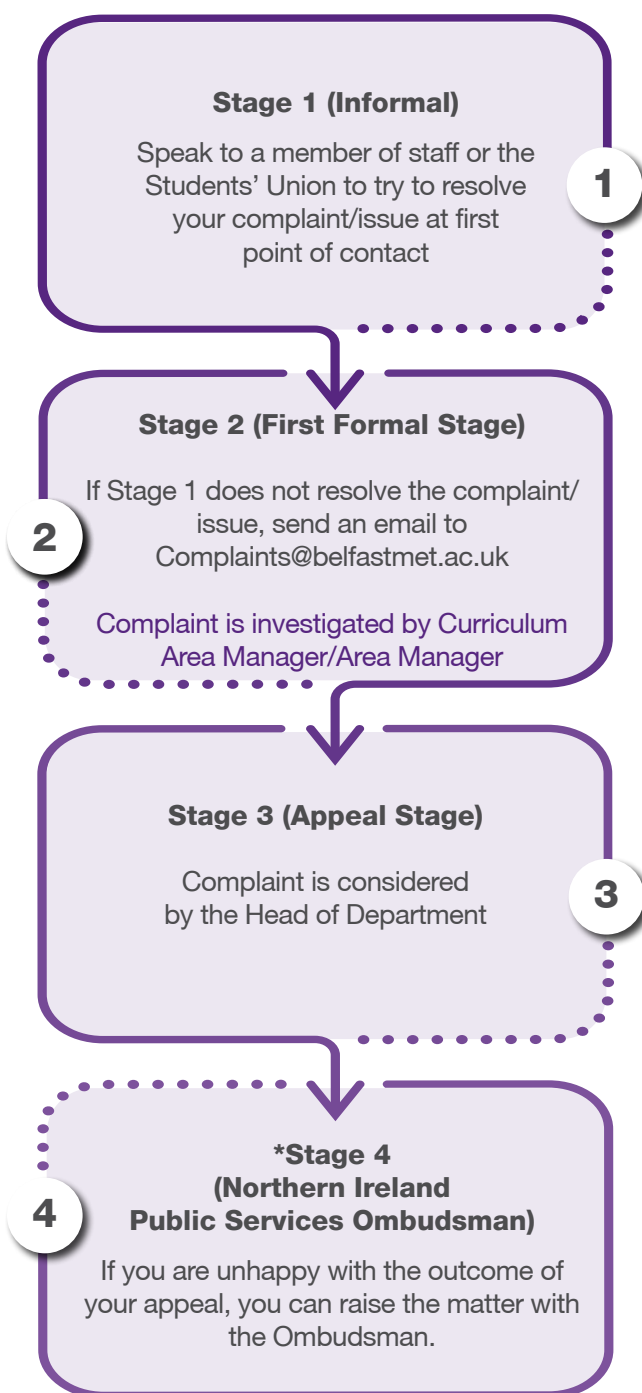
If you have a criminal conviction, read our [Student Criminal Convictions Disclosure Policy](#) to find out whether you need to tell us about it.

For more information on how the College deals with unacceptable student behaviour, read the [Student Disciplinary Policy](#).

Belfast Met is committed to equal opportunities. We aim to provide the opportunity for all members of the community, irrespective of perceived religious belief, political opinion, gender, sexual orientation, marital status, age, ethnicity, disability or dependants, to participate fully in our academic, vocational and leisure courses. To find out more about how we should treat each other with respect, read our [Student Equal Opportunities Policy](#).

For information on our confidential transgender disclosure process, see our [Transgender Students \(belfastmet.ac.uk\)](#) webpage.

Complaints and Compliments Policy



*Contact details are as follows: Northern Ireland Public Services Ombudsman, Progressive House, 33 Wellington Place, Belfast, BT1 6HN.

Avoiding Plagiarism

What is plagiarism?

Plagiarism means trying to pass off other people's work and ideas as your own in your assignments or coursework. Plagiarism is viewed as academic malpractice. As any academic misconduct is a breach of the Student Code of Conduct, plagiarism will lead to a sanction under the College's Student Disciplinary Policy.

What is referencing?

To avoid plagiarism, you need to use a technique called 'referencing'. Referencing means acknowledging the work and ideas of other people which you find during research for your assignments or coursework. It is important to credit their influence on your thinking and not to try to present their work or ideas as your own.

What can students do to minimise the risk of plagiarism?

- Use your own ideas and words in your work.
- Keep a list of all the sources you used when researching or reading for your assignment. This may include websites, Artificial Intelligence (AI), books, e-books, online journals, radio or TV programmes, podcasts, vlogs, blogs and YouTube videos etc.
- Acknowledge the sources of any information, ideas or writing you have used in your work, including images, graphics, charts and media, i.e., clips, sounds, music etc.
- Do not repeat, copy and paste, paraphrase or summarise any information from the internet (including Artificial Intelligence or AI) or any other source in your work without referencing it.
- Attend a referencing skills tutorial or speak to your lecturer for advice on referencing.

For more information, see your programme's Canvas site, the Plagiarism/Academic Misconduct section of your Programme and Specification handbook or the referencing resources and tools section of the Belfast Met Library Canvas site.

Unicheck

“Unicheck” is a plagiarism software checker. If applied to your Canvas assignment submission, it can detect any plagiarised work in an assignment.

Please ask your lecturer for more details on “Unicheck” or see the Belfast Met Library Canvas site for more resources and tools on how to reference.

The following links provide more tips and guidance on how to avoid plagiarism and on how to reference:

OCR Guide to Referencing

<https://www.ocr.org.uk/images/168840-the-ocr-guide-to-referencing.pdf>

BTEC Centre Guide to Plagiarism

<https://qualifications.pearson.com/content/dam/pdf/Support/Quality%20Assurance/btec-centre-guide-to-plagiarism.pdf>



Library and Information Services

What we do

Our libraries offer:

- Lots of resources relevant to your course
- PCs with general and specialised software related to your studies
- Reading material to help you to unwind and relax or to improve your literacy
- Trained staff who will help you to find the resources you need
- Silent study areas
- Bookable group study rooms (in our Millfield and Titanic Quarter sites)
- Full Wi-Fi access, photocopying, printing and scanning facilities
- Laptops for loan
- Library induction and guidance tours at the start of the academic year

You can use any library in the College. You also have 24/7 online access to our resources via the College website and Canvas - the College's Virtual Learning Environment (VLE).

Library services during holiday periods

The College libraries are open most days during holiday periods from 9:30am to 4:00pm. Please phone or email your campus library first, though, to confirm that it is open.

Library term time hours
(Opening times may vary depending on staff availability)



Titanic Quarter Campus

Level 3/4

Monday - Thursday 8:30am - 8:00pm

Friday 8:30am - 4:00pm

Tel: 028 9026 5072



Millfield Campus

Building 1, 1st Floor

Monday - Thursday 8:30am - 8:00pm

Friday 8:30am - 4:00pm

Tel: 028 9026 5334



Castlereagh Campus

Block 3, Ground Floor

Monday - Thursday 9:00am - 4:30pm

Friday 9:00am - 4:00pm

Tel: 028 9053 3125

How to contact us – email: library@belfastmet.ac.uk or phone the number above.

<https://www.belfastmet.ac.uk/life-at-the-met/library-services/>

IT Support Services

What we do

The IT team works hard to keep all IT systems operating correctly across the College. You can contact us on 028 9026 5111 during office hours for help with using any of our IT systems.

FAQs

Q. How do I get my network account and where can I use it?

- A.** When you have registered for your course and paid your fees, we will set up your College email address and network account. You will need to activate your account after enrolment. College accounts can only be accessed from within the UK and Ireland. If you need to access your account from abroad for a short period of time, ask your lecturer to contact the IT Service Desk for you to arrange this.

Q. What length does my password need to be?

- A.** Your password must have 20 characters, and you will be asked to change it on first login. Once your password is set, you will not be asked to change it again.

Q. How do I reset my password?

- A.** You can use the password self-service facility on the login screen of any Belfast Met PC or laptop or on your own device at <https://passwordreset.microsoftonline.com/>. For security reasons, we are unable to reset your password over the phone. We will never ask you for your password, and we advise you not to share it with anyone else.

Q. How do I connect to College Wi-Fi?

- A.** Belfast Met is part of the Eduroam Wi-Fi network. To connect to the network from your phone or tablet, download the Eduroam app, choose Eduroam from the available Wi-Fi connections and enter your College email address and password to connect.

Q. What is a Multi-Factor Authentication (MFA)?

- A.** Anyone using a non-College device will need to use Multi-Factor Authentication (MFA) to access the College network. Instructions on how to set up MFA will be sent via email to your College email address.

Q. How do I print my assignments in College?

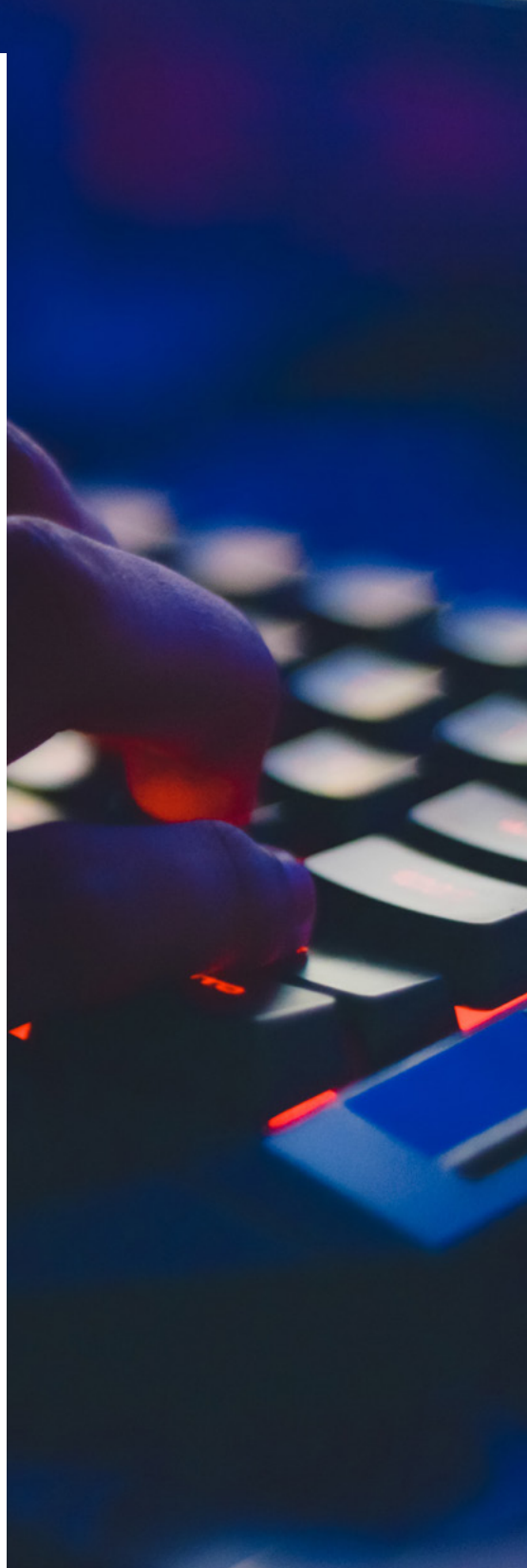
A. Printing facilities are available on campus at no cost to students. If you are printing outside of a classroom, you need to select Xerox MFD and then collect your printout from the closest multi-function printer. Use your student ID card to log in by tapping beside the screen. On first login, you will need to enter your email address.

Q. Can I get free software or a student discount on software and hardware?

A. To install up to five free copies of MS Office at home, log on to Office.com with your network account and password -> Click on "Install apps" -> "Microsoft 365 apps" and follow the prompts.

Other software is available with a student discount from: www.software4students.co.uk.

For student discounts on computer hardware, please visit: www.myunidays.com.



Campus Services

What we do

Call in to the Campus Services office to:

- Pick up your student ID card after you enrol on your course
- Get a replacement student ID card (there may be a charge for this)
- Collect your bus or train pass, school meals tickets or student grant cheque
- Pick up a College prospectus
- Apply for a refund of fees
- Get an application form for financial assistance
- Get help with EMA

Campus Services term time hours

(Opening times may vary depending on staff availability)



Titanic Quarter Campus

Level 1, Room 31

Monday - Thursday 8:30am - 7:00pm

Friday 8:30am - 4:00pm



Millfield Campus

Building 1, Ground Floor

Monday - Thursday 8:30am - 7:00pm

Friday 8:30am - 4:00pm



Castlereagh Campus

Block 1, Ground Floor

Monday - Thursday 8:30am - 4:45pm

Friday 8:30am - 4:00pm

Campus Services during holiday periods

Campus Services are available from 8:30am to 4:00pm most days during holiday periods. Please phone the College first, though, on **028 9026 5000** to confirm that your campus office is open.

FAQs

Q. How do I apply for a bus pass?

- A.** You can apply online using the link below or pick up an application form from the Campus Services office. When you and your course tutor have filled in the form, you need to send it to your Education Authority. They will then send your bus pass to us, for you to collect from the Campus Services office.

[Transport Online Applications | Education Authority Northern Ireland \(eani.org.uk\)](#)

Q. I have attended class for a few weeks but I do not like it. Can I get my fees refunded?

- A.** No - you can only get a refund if you withdraw before the course starts or if the course is cancelled by the College.



Examinations Services

What we do

The Examinations Services teams organise your exams and issue your exam results.

FAQs

Q. Do I have to pay exam fees?

- A. Exam fees are included in enrolment fees, but students need to pay exam fees for any re-sits.

Q. How do I apply for Exam Access Arrangements?

- A. If you have a confirmed disability, learning difficulty or long-term medical condition, you can apply for exam access arrangements, e.g., extra time or the use of a reader or a scribe. To do this, fill in a Learning Support Referral Form, attend an assessment with Inclusive Learning staff and provide your evidence by the College application deadline. See the Student Guide to Access Arrangements for more information.

Q. Where can I find my exam timetable?

- A. Exam timetables and venues are displayed on the Exam noticeboards in the campus reception area. Timetables are also shown on the Awarding Body's website. If you have Exams Access Arrangements, you must speak to the Examinations Services team before your exam to confirm the venue, which may not be with the main exam group.

Q. What if my exams clash?

- A. Let the Examinations Services team in your campus know as early as possible if you have two exams scheduled at the same time. They will contact the Awarding Body to make and confirm alternative arrangements for you.

Q. What should I bring to my exam?

- A. Go to the exam room 30 minutes before the exam start time. You will need to bring photographic identification (e.g., your student ID card, driving licence or passport) and your Statement of Entry. Mobile phones, smartwatches, iPods, MP3/4 players and any other potential technological/web enabled devices are not allowed in the exam room.

Q. How and when do I get my results/certificates?

- A. Exam results will be sent to your home address to arrive on the Awarding Body's official results date, and certificates will be sent to you as early as possible. Make sure that the College has your current address. GCSE/GCE certificates are received from the Awarding Body at the end of October each year and will be sent out in November.

Q. What do I do if I have a complaint about my exam experience?


A. Contact the Examinations Services team on your campus as soon as possible.

Examinations Services – how to contact us



Titanic Quarter Campus

Call in - Level 1, Room 31
or phone: 028 9026 5004



Millfield Campus

Call in - Building 1, Level 4, Room 1
or phone: 028 9026 5487



Castlereagh Campus

Call in - Block 1, First Floor, Room 3
or phone: 028 9026 5404

Email: exams@belfastmet.ac.uk

www.belfastmet.ac.uk

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College Facilities

Cafes and other food options

Campus cafes and other food options



Titanic Quarter Campus

- Bake My Day (student bakery)
- Café Met
- Linen Lounge (training restaurant)



Millfield Campus

- Einstein's café
- Moka café



Castlereagh Campus

- Café Met



e3 Campus

- Café Met

Opening hours vary, and some of these facilities are only available during term time. Please check opening hours and special offers on your campus.

There are water fountains on all campuses for students to fill their reusable water bottles. All campuses also have food and drink vending machines.

Students are welcome to bring their own lunch to College and eat it in one of the Students' Union common areas.

Faith Rooms

Our Faith Rooms are open from 8:00am until building closure. They can be used for religious observance or for quiet personal reflection. Religious observance should only take place in a designated Faith Room, but these areas are peaceful spaces for anyone who needs time out from everyday life in the College.

Please follow the guidelines displayed outside the Faith Rooms to show respect for the beliefs, faiths and traditions of everyone who uses these facilities.

Locations:

- Titanic Quarter campus – Level 1, Room 45
- Millfield campus - Building 1, Level 2, Room 6
- Castlereagh campus - Building 1, Ground Floor, Room 25

Students' Union Common Areas

Students can relax outside class time in the Students' Union (SU) common areas. Facilities include pool and table tennis tables, PlayStations and space to chat with friends. The Sabbatical Officers or SU staff will also be on hand for help or advice.

Locations:

- Titanic Quarter campus - Level 1, Room 43
- Millfield campus - Student Support Hub (Building 1, Level 2, Room 14b)
- Castlereagh campus - Student Support Hub - Building 5

Criminal Convictions

Belfast Met actively promotes equality of opportunity and welcomes enrolments from a wide range of applicants, including those with criminal convictions.

However, in order for the College to manage any risk that you may pose, you must tell us about your criminal convictions. To do this, please complete a **Criminal Offence(s) Disclosure Form** or an **Enhanced Criminal Offence(s) Disclosure Form**.

The form that you need to complete will depend on the course(s) you would like to do. Both forms and notes on how to complete and return them to us are available on the website <https://www.belfastmet.ac.uk/life-at-the-met/students-support/student-criminal-disclosures/> or by contacting the Safeguarding Administrator - Tel: **028 9026 5184**.

The College will assess the risk that you may pose and determine whether it can safely be managed. This confidential process is separate from the admissions process, in keeping with data protection principles. You will be advised of the outcome of this process separately and as quickly as possible. You do not need to share this information with the course team or with other students.

If you need advice or support on disclosing a conviction, you can contact NIACRO - Tel: **028 9032 0157** or email: niacro@niacro.co.uk.

If you are convicted of a criminal offence after you have applied to the College, or after you have started your course, you must tell us about this conviction by completing a criminal convictions disclosure form.

If a student does not disclose, and the College later finds out about the undisclosed convictions, the student may be refused a work placement or be removed from their course as a result.



Expectations at Belfast Met

Belfast Met's Student Charter

Belfast Met aims to deliver outstanding education to all our students in an atmosphere of mutual respect. Our Student Charter explains what you can expect as a student at the College and what the College expects from you as a student in return.

Read the Student Charter here: [studentcharter.docx \(live.com\)](#).

Belfast Met's Student Code of Conduct

Our Student Code of Conduct aims to create a College environment which enables all our students to succeed in safe and friendly surroundings. Our neighbours and work placement providers are also part of the larger College community, and they deserve the same respect.

The Code of Conduct sets out the different types of student misconduct and explains that alleged breaches are dealt with under our Student Disciplinary Policy. Breaches may result in a student's expulsion from the College and/or in the involvement of the police. You need to read the Student Code of Conduct as part of your student induction.

Access it here: [studentcodeofconduct.docx \(live.com\)](#).

Learning the Met Way

Belfast Met aims to be the 'College of Choice' for learners and to ensure that all learners display the College's '**CARE**' values of **Collaboration, Ambition, Respect** and **Excellence**.

Learning the Met Way embodies the skills, abilities and attitudes required for successful learning at the College and for your future.



Environmental Sustainability

Belfast Met's Sustainability Plan sets out our commitment to achieving outstanding environmental sustainability performance. We need your help to do this.

Energy

Help us to reduce our energy spend and carbon emissions from energy use by:

- Switching off lights and equipment when not in use.
- Wearing clothes appropriate for the weather.
- Where possible, using the stairs rather than the lift.
- Coming to College on foot, on your bike or on public transport.

Waste and recycling

Help us to reach our waste and recycling targets by:

- Using a reusable bottle or mug.
- Putting waste and recycling in the right bins.
- Printing only when needed and choosing the double-sided option.
- Sharing and reusing equipment, where possible.
- Supporting College sustainability initiatives (e.g., Wear'n'Share and Taste, Not Waste).

Water

Help us to reduce our water use by:

- Not leaving taps running.
- Reporting any leaks or drips to reception or **EstateFMhelpdesk@belfastmet.ac.uk**.

Get more involved

If you have any questions or ideas for improvement, or if you would like to get involved in sustainability initiatives in the College, you can:

- Email **EstateFMhelpdesk@belfastmet.ac.uk**.
- Contact your Student President in the Students' Union.



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belfastmet.ac.uk