



# Met Passport

Essential information for your time  
at Belfast Met





# Welcome to Belfast Met

This guide provides you with some essential information about study and life at Belfast Met. Please read this guide carefully to make sure you understand some of our policies and processes which may affect you as a student at the College.

At Belfast Met you'll find a wide range of courses to choose from to equip you with the skills and qualifications required to achieve your goals. Our expert academic and support staff are here to help and inspire you to reach your potential.

When you arrive, you'll find a lively, welcoming environment full of new experiences and exciting challenges. Our students tell us *it's the grown up atmosphere, the diversity of our student population and our huge choice of courses* that make Belfast Met a great place to learn.

We have new and updated campuses right in the heart of Belfast - at our convenient city centre Millfield campus and at our Titanic Quarter campus located at the centre of innovations in science, creativity, media and tourism. And with our e3/ Springvale and Castlereagh campuses, we have Belfast covered.

## Student Funding



The Student Funding service provides advice and guidance on various funding opportunities that may be available to you in support of your studies. We aim to inform you about the range of financial assistance available, the relevant criteria and how you can access these funds.

### Our Student Funding Service will be available to:

- Provide you with one-to-one advice and guidance sessions on Student Funding.
- Assist you in the completion of External Student Funding Applications such as EMA and Student Finance NI Applications (Further Education & Higher Education).
- Advocate on your behalf to External Student Funding bodies to ensure you get all the help you are entitled to.

As well as offering financial advice and guidance, Student Funding is responsible for processing four internal student funds:

- Learner Support Fund
- Care to Learn
- Higher Education Bursary
- Family Action

We are available at Titanic Quarter, Millfield and Castlereagh Campuses at set times to accept applications and answer queries you may have about these internal funds (including telephone queries). To enable staff to process these funds as promptly as possible for you, Student Funding will remain closed at all other times outside of the set opening hours. Students may email queries directly to

**[studentfunding@belfastmet.ac.uk](mailto:studentfunding@belfastmet.ac.uk)** and should normally expect to receive a response within three working days. Please Note: To view our opening times, please check out the Student Funding section of the Belfast Met website **<https://www.belfastmet.ac.uk/life-at-the-met/studentssupport/student-finance/>**

Individual appointments are also available, please email: **[studentfunding@belfastmet.ac.uk](mailto:studentfunding@belfastmet.ac.uk)** or telephone **028 9026 5183**

## Inclusive Learning

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At Belfast Met we welcome and encourage applications from students who have a disability, learning difficulty or long term medical condition. We are committed to ensuring that you have an equal opportunity to gain the maximum benefit from your experience here at the College. We are a dedicated, professional team who operate on all College Campuses. We have a range of specialist services that we can offer while you are in College. So please, get in touch!

### How can we help?

The College will make every reasonable effort to provide support to meet your specific needs such as equipment and software loans, personal support and support in examinations.

#### We can:

- Provide you with pre-entry advice and guidance
- Assess and review your support needs whilst at College
- Provide you with additional support
- Provide you with information on other external services

We tailor all of the support to best fit your needs. All you need to do is let us know that you need support and provide evidence confirming your disclosure.

### Do I have to tell you about myself?

We do encourage you to let us know about your support requirements as we hope to be able to assist you in having a great experience at Belfast Met. To start the process simply complete the Learning Support Referral Form (LS1). We guarantee that your information will be treated with the utmost confidentiality and will only be shared with your approval. If you feel unsure about letting us know, we will not be able to provide support on course or in examinations. However, it is your right not to disclose.

**[Complete the online Learning Support Referral Form \(LS1\) via our website if you decide to study at Belfast Met and wish to discuss your support needs.](#)**

### Contact details:

Email: [inclusivelearning@belfastmet.ac.uk](mailto:inclusivelearning@belfastmet.ac.uk)

Tel: 028 9026 5097

## Careers and Employability Service



The Careers and Employability Service offer a professional, impartial and confidential careers education, information, advice and guidance service to support you to make effective career decisions and plan your next steps.

### Services provided:

#### Careers Advice and Guidance

- 1:1 careers guidance to enable you to explore careers options and develop career planning skills.
- Drop-in service for careers guidance queries
- E-guidance available at [careers@belfastmet.ac.uk](mailto:careers@belfastmet.ac.uk)

#### Careers Information

- Careers Resource Centres on each of the main sites with access to a wide range of books, guides and magazines on job, study and training
- Online Careers and Employability Tools to explore careers, develop employability and career decision making skills

#### Careers Events

- On campus careers and employer fairs
- Employer presentations, subject-specific careers awareness events and careers workshops

#### Job Shop / Student JobBank

- Support in finding employment off-campus
- Apply to join the Student JobBank to access part-time job opportunities on campus

Email: [careers@belfastmet.ac.uk](mailto:careers@belfastmet.ac.uk)

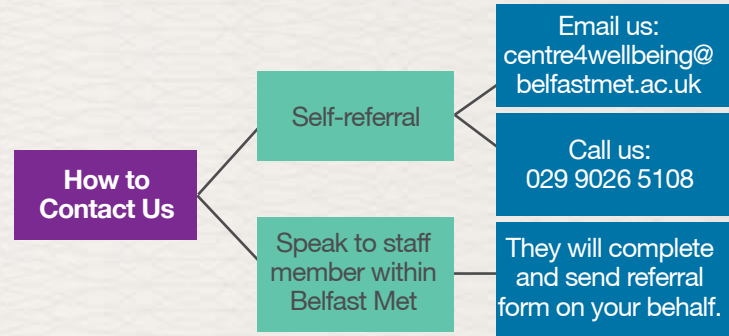
Tel: **028 9026 5066**

# Centre for Student Well-being



Welcome to the Centre for Wellbeing.

Our purpose is to create an inclusive environment that supports and empowers students. We aim to do this through timely and accessible information. Providing guidance and access to services which will enable you to understand and proactively manage your wellbeing and mental health. We put on emphasis on not just preventing problems and/or seeking help, but promoting positive wellbeing.



**Find us on Canvas  
(click on the Student Support Services).**

The Student Wellbeing team offer workshops, both on-line via teams and face to face. We also have a selection of pre-recorded workshops available for students on our canvas page. We have a wide range of external agencies who also deliver workshops to class groups. Your tutor can book workshops on-line via our booking app.



"Student Wellbeing really helped me to focus on what i needed to do to achieve my goals and get through my course."

"It really helped me through a very difficult time."

"Really good service and they got me the help and support I needed outside of college."

## Access to Personal Information/Data Protection



Belfast Met adheres to the Data Protection Act 2018. For further information on how we process and administer your data, please refer to the Privacy Notice on our website. For further information on your rights, please refer to our **Data Protection Policy** on our website.

If you have any data protection queries, please write to: Corporate Development, Belfast Metropolitan College, Castlereagh Campus, Montgomery Road, Belfast, BT6 9JD. Alternatively, send an email to: [dataprotection@belfastmet.ac.uk](mailto:dataprotection@belfastmet.ac.uk)

The College may wish to contact you for research purposes or to offer other educational products and services which could be of benefit to you. By opting into receiving communication you will be added to the College's general marketing mailing list. You can withdraw your consent at any time.

Details are available in our **Data Protection Policy** on our website.

## Promoting Equality and Diversity



Belfast Met believes that everyone has a right to study in a harmonious welcoming environment. We are committed to creating and ensuring an atmosphere where learners, customers, staff, governors and other stakeholders celebrate equality and diversity in all activities. We respect all our students, staff and service users, and we celebrate our similarities and value our differences. We seek to provide a supportive learning environment which demonstrates respect for, and acceptance of, difference.

Additionally, in keeping with our legal obligations, 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, those with or without a disability or dependants, to participate fully in all levels of academic, vocational and leisure courses which we provide.

For further information please visit the **Equality and Diversity page** on our website.



## Transgender Students



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Belfast Met recognises that there is a difference between physical sex and gender identity/ expression. Belfast Met will at no time discriminate against people on the grounds of their gender identity/expression, including their transgender status. Where this document refers to ‘trans people/ students’, it has in mind anyone whose gender identity is different from the gender which they were assigned at birth.

All students, whether full-time or part-time, are advised to notify the College if they are transitioning. This is because the College has a duty of care to ensure that all students are supported at all times.

To help us to provide that support, a student who is changing their identity is advised to notify the College as soon as possible before application or after enrolment.

We understand that it might be problematic for trans students to produce official documentation such as photographic identification and birth certificates at enrolment and exam time. We therefore have in place a separate, confidential disclosure process to support trans students. However, if we are not aware of your status, we will be unable to provide this support.

For confidential disclosure, contact the Head of Student Support  
email: [studentsupport@belfastmet.ac.uk](mailto:studentsupport@belfastmet.ac.uk)

## Confidential Disclosure Process

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1. Always apply/enrol for a course in your new identity before you notify the college that you have changed your gender identity.
2. Email [studentsupport@belfastmet.ac.uk](mailto:studentsupport@belfastmet.ac.uk) using template Letter A.
3. You will be contacted by the Head of Student Support and provided with a named contact person who will then also contact you within five working days of receipt of the letter to arrange an informal meeting. The purpose of the informal meeting is to ensure that the correct details are on the college database and to discuss support and changes required to other records to allow you access to college services and incorporate this into an action plan.
4. For full time students - a personal tutor will be allocated who will meet with you and agree any further actions or support required. This will be your contact person whilst on this course.

5. For part time students - you will be provided with assurance that your details have been changed and you can opt to have additional support should that be required.

Please also see the following documents available on our website:

Transgender - [Information leaflet for students](#)  
Transgender Equality - [Policy Statement](#)  
Transgender Disclosure - [Process Flowchart](#)  
[Roles and Responsibilities](#)

## Cancellation of course before it starts



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The College will make every effort to run the advertised courses and programmes. However, all courses must have a minimum number of students to run and, on occasions, some classes may be combined. If the minimum number of students on a course is not reached, the College reserves the right to withdraw the course or a specific course element. In other cases, classes may have to be cancelled. The relevant Curriculum Team, supported by the College's Learner Success Teams, will provide personalised support to students to find alternative programmes at Belfast Met to continue their studies or to help with applications to other providers. Where an 'Apply only' course is cancelled, applicants will be invited to apply to another course and the date of their original application will be applied to the new application.

Course closures will be managed through Belfast Met's **Course Change/Closure procedure** which can be found on the **Public Documents** page of our website.

## Complaints and Compliments



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If you have a complaint or a compliment, please refer to the College 'Complaints and Compliments Policy'. These are available at on the **Public Documents** page of our website.

Any complaint will be dealt with fairly, effectively and confidentially.

## Belfast Met Terms and Conditions for Enrolment and Application



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Terms and Conditions for enrolment and application will apply to all potential and existing learners. The Terms and Conditions are issued in relation to enquiries, applications and/or enrolments at Belfast Met. View our **Terms and Conditions here**.

## Changes to the Terms and Conditions



Belfast Met may change the Terms and Conditions at any time but only under exceptional circumstances. Therefore, it is advised that you print and keep a copy at the time of enrolment for your records.

The College will continue to review these Terms and Conditions using information obtained from the Student Council (e.g. via the Student Voice), from student surveys, and feedback from our Awarding Organisations, Regulators, DfE, QAA, ETI, Partner Universities and our Quality Assurance forums.

Please visit the College's website regularly for the up-to-date policies and procedures referred to in these Terms and Conditions.



## Change of Course Location or Content



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Belfast Met has endeavoured to provide you with information on your programme including content and location and will not change these unless necessary.

Any necessary course changes will be managed through Belfast Met's Course Change/Closure Procedure, which can be found on the **Public Documents** page of our website.

Please note that the course location referenced may be the primary location for your studies and you may also have to attend at an alternative campus. This information will be clearly communicated to you at the time of enrolment.

If the location is changed during your course of study, the College will make every effort to notify you as soon as possible to minimise any inconvenience this may cause.

In all cases where there is to be a programme change, the College will contact applicants and students affected by the change as soon as it has been approved.

In most cases this will be the academic year before the change happens. However, there are limited circumstances where changes need to be made with short notice as stated in the Course Change/Closure Procedure (please see above).

## Criminal Disclosures



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

However, in order for the College to manage any risk that you may pose, you must tell us about any unspent criminal convictions you may have. For certain courses, you must disclose all criminal convictions.

To do this, please complete a **Criminal Offence(s) Disclosure Form** or an **Enhanced Criminal Offence(s) Disclosure Form**.

The instructions on the **Criminal Convictions Student Guidance and Information document** in the **Life at the Met/Student Support** section of our website explain how to complete and return the form(s) to us. Certain courses require us to consider spent as well as unspent criminal convictions, in which case you must also disclose spent convictions using the criminal convictions disclosure form.

By disclosing criminal convictions you will not automatically be excluded from the application/enrolment process. 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 need not discuss this with the course team.

To find out more information about the release of this information and guidance on conviction disclosure, contact NIACRO on **028 9032 0157**.

If you are convicted of a criminal offence after you have applied to the College, you must tell us about this conviction and complete one of the Criminal Convictions Disclosure forms as set out above. If you require advice and guidance with this process please contact the Head of Student Support by e-mailing: **[studentsupport@belfastmet.ac.uk](mailto:studentsupport@belfastmet.ac.uk)**.

## Health and Safety

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Belfast Met recognises and accepts its responsibilities to comply with the statutory duty requirements under the Health & Safety at Work (Northern Ireland) Order 1978 and subsequent regulations, to ensure, so far as is reasonably practicable the health, safety and welfare of all employees, learners and visitors. The College's Health & Safety Policy can be viewed on the [Public Documents](#) page of the College website. Please note that Belfast Met operates a non-smoking/vaping policy. Learners and visitors who wish to smoke or vape must do so outside the College perimeter.

## Monitoring Information

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Monitoring information is required by Belfast Metropolitan College to enable the College to monitor, check and demonstrate the fairness of its procedures as required by Section 75 of the Northern Ireland Act 1998. The information will be shared with the Department for the Economy to monitor equality of opportunity within all NI FE Colleges. Information provided for monitoring purposes will not play a part in determining access to a course. It will only be used for equality and social inclusion purposes to help us improve the services we offer and to make them more accessible.

Your information will be held securely, with access limited to those who need to see this for monitoring purposes. It will be held in accordance with data protection legislation. Our [Privacy Notice](#) provides further details on how we process your data and is also available on the Corporate Information page of our website



## Payment of Fees

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Tuition fees apply to the financial year beginning 1 August and ending on 31 July and are chargeable in each year of study.

Tuition fees are payable in full at the time of enrolment and can comprise course fees, registration fees or any other charge relating the course. Payment is accepted by cash, credit/debit card (Visa, MasterCard), direct debit or World Pay. For more information on Fees and Charges, please visit the [Public Documents](#) on the College website.

## Sanctions Against Debtors



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If a student owes outstanding tuition fees or other miscellaneous charges i.e. is a debtor to the College, any or all of the following sanctions may be applied, as authorised by the Head of Finance:

- 1. Immediate withdrawal of IT, library and reprographics privileges.**
- 2. You will not be entitled to receive tuition i.e. you will be withdrawn from the course with immediate effect.**
- 3. You will not be entered for examinations.**
- 4. You will not have your assessment marks forwarded to the examining body/awarding organisation.**
- 5. You will not be allowed to enter the examination room to sit your examinations.**
- 6. Your examination results will be withheld.**
- 7. Your examination certificates will be withheld.**
- 8. You will not be eligible to attend the College's Graduation Ceremony.**
- 9. You will not be able to progress to second or third year of your course or to enrol on another course.**

Outstanding student fees will either be referred to a Debt Recovery Agency for recovery or placed with the Small Claims Court for judgment and payment. Costs associated with either procedure will be added to the student account.

## Direct Debits



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Students with a UK bank account that facilitates direct debit can arrange for fees to be paid in instalments if they are enrolling on a course(s) of 16 weeks duration or more and the total cost is greater than £200. Students will have to pay a minimum of 25% of the total fee at the time of enrolment, followed by three consecutive monthly equal payments by direct debit. Fully completed Direct Debit Forms must be provided at time of enrolment. For more information on Fees and Charges, please visit the Public Documents on the College website.

If a student cancels their Direct Debit agreement at any time after their course has begun, they will continue to be regarded as a debtor until outstanding fees have been recovered.



## Student Status / Residency



### Student Status / Residency

The College welcomes applications and enrolments from international students.

#### Applications

Applications are processed in accordance with United Kingdom Visa & Immigration (UKVI), Belfast Met's International Admissions procedures and any special requirements set out by our Partner Universities.

#### Enrolments

Belfast Met is required to satisfy United Kingdom Visa and Immigration requirements relating to status and to help with fees assessment. Customers who wish to enrol on to a course are asked to verify student status and residency.

The information requested is used to determine:

#### Right to Study in the UK

Who is permitted to study in the UK? UK and Irish Citizens, EU Nationals with Settled and Pre-Settled Status (or with proof of application pending), those with proof of indefinite leave to remain in the UK, current

Student Visa or Biometric Residency Permit holders, or others permitted under the EU Withdrawal Agreement.

**The fee you will be charged** (where applicable).

The fees and funding for the course(s) you have applied for/enrolled on will be classified as either home or international fees/funding depending on your immigration or residency status in the UK on the date your course starts.

In some cases, a further fees assessment may be required, and additional evidence requested. Evidence of Right to Study in the UK will also be required. If you have paid home fees and are subsequently classed as international, you will be asked to pay an additional fee.

You must satisfy the Right to Study in the UK requirements to remain on your programme. Belfast Met will require proof of this (this evidence can be uploaded on the evidence page on the Belfast Met online enrolment system or submitted with your Enrolment Form). If you are unable to prove your Right to Study in the UK, you may have to withdraw from your course. For more information, visit our website at <https://www.belfastmet.ac.uk/studentstatus/>

## Refund Policy/ Early Withdrawal from a Course



The College policy is that all tuition fees are paid in full and are not refundable. The exceptions to this are as follows:

1. A course/session is cancelled by the College. Where the cancellation of a course takes place, students will be offered either a place on a suitable alternative course or a full refund.
2. Where a student has not attended a course and has provided written notification to the College at least five working days before the course commences.
3. If the time, day or evening meeting of the class has been changed and the student is unable to continue attending because of these changes, a refund will be issued if written notification is received within 20 working days of the change.
4. Students on specified Higher Education Courses (year 1) and International students on Full Time Further Education courses.

Other refund/cancellation applications shall be considered only in exceptional circumstances by a member of the College Directorate or designated authority (Head of Finance).

If a student has made one or more attendances, no refund/cancellation may be given, except in circumstances as listed in sections 3 or 4. However, where a refund has been refused it may be possible to transfer the tuition fee paid to another programme.

All applications for refunds/deferrals must be in writing to the Finance department. Applications may be supported by the Business Services Unit Manager or Curriculum Area Manager but only a member of the College Directorate or Head of Finance have the authority to authorise a refund or deferral of fees.

Where a refund has been authorised, the student will be refunded within 20 working days. Where a deferral has been authorised, the student will be issued with a letter to bring with them to enrolment at an agreed future date. **For more information on Fees and Charges, please visit the Public Documents on the College website.**

## Safeguarding of Children, Young People and Adults at Risk and in Need of Protection



Safeguarding means helping students to keep themselves safe from abuse. It means preventing abuse from happening in the first place and responding to concerns about disclosed or suspected abuse. It means putting into place plans to help and protect those who cannot protect themselves.

### **Abuse can be Physical, Sexual, Emotional, Neglect, Exploitation, Institutional or Financial in nature.**

Belfast Met's Safeguarding, Care and Welfare policy and associated procedures aim to ensure that all students experience an inclusive, enjoyable, and safe College environment in which they feel respected and valued. They provide robust guidance on how to report and respond to concerns about disclosed or suspected abuse.

The College has a Designated Safeguarding Team, and each Curriculum Department has been assigned a Dedicated Safeguarding Officer. Detail of which can be found on the [college website](#).

In the most recent ETI inspection (March 22), the inspection team determined:

Based on the evidence available at the time of the quality improvement planning inspection, the arrangements for safeguarding participants reflect current legislation and practice.

We all share an objective to keep children, young people, adults at risk and adults in need of protection safe from harm.

## Providing Evidence of Qualifications Achieved



Applicants who meet entry requirements and are invited to enrol **must** provide evidence of qualifications achieved. Please note that for certain courses this evidence may also be required by the relevant awarding organisation. Please read all instructions contained in letters and/ or emails when asked to enrol at Belfast Met. Applicants who cannot produce evidence of **qualifications** achieved in the format required may not be able to enrol onto their chosen course.

## Information About Car Parking



Car parking is available at our Castlereagh, Millfield, Titanic Quarter, Girdwood and e3 campuses. Car parking charges are in place at Millfield and Titanic Quarter campuses. Pay-on-Foot stations are located near the main entrances to/exits from main buildings. Pay-on-Foot stations will also take notes, coins, credit cards, issue change and provide receipts. For more information about parking charges, visit our website at <https://www.belfastmet.ac.uk/life-at-the-met/campuses/>

## Student Code of Conduct and Student Disciplinary Policy

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Students enrolling onto courses must agree to abide by the policies and regulations of Belfast Met, including the **Belfast Met Student Code of Conduct** and all College policies (all policies are available on request or via the **College's website**).

Students can refer to the Student Code of Conduct at any time via the college website and a copy is also contained in the Student Handbook.

## General Information

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The College website provides lots of information on matters which could enhance your learning. A Student Handbook is available at the start of each year and can be viewed on the **Student Support** page of the College website.

## Academic Progression

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### Courses lasting more than one year

Students who achieve the required examination results will progress into the next year of their course. Students will be asked to re-enrol and pay enrolment fees no later than August.

### Existing students

Completing students must apply for new courses beginning in the new academic year.

## COVID-19 General Statement

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We will ensure all reasonable steps are taken to provide students with the support needed to ensure a high-quality educational experience despite the challenges presented by any COVID restrictions. All students must comply with the current measures put in place by Belfast Met.

## College Disclaimer

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All information is correct at the time of writing. However, it may be subject to change and no course advertised is guaranteed to run. If a course is cancelled, applicants will be invited to apply for another Belfast Met course and the date of their original application will be attached to the new application. Please note that courses are delivered in English (unless otherwise stated). The location referenced in the prospectus may be the primary location but you may have to attend classes at a different campus.



[www.belfastmet.ac.uk](http://www.belfastmet.ac.uk)