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Make it at the Met  www.belfastmet.ac.uk
Welcome to Belfast Met! Our values focus on encouraging collaboration, ambition, respect and excellence, which is why we take pride in delivering support facilities, staff and resources that meet the needs of all our students.

We have an esteemed team at the College to help and support you alongside your educational development pathway, which you will find more about in this handbook. If you have any questions or concerns be it an academic or personal matter, I urge you to use the services that have been set up to support you and to get the most out of your time at Belfast Met.

Marie-Thérèse McGivern
Principal and Chief Executive

Welcome messages

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Jim Woods
Head of Learner Success

I would like to take this opportunity to welcome you to Belfast Met. In each of our campuses, our Learner Success team are working very hard to provide you with a safe, fulfilling and enjoyable student experience worth treasuring. I hope you enjoy your time not only in the classroom, but also in our Students’ Union areas, in our College canteens, our designated quiet areas, libraries and as members of various clubs and societies. I wish you every success in your studies and I look forward to learning about your experiences through our student voice initiatives.

Nuala Boyle
Head of Student Support

Thank you for choosing to study at Belfast Met. I know that studying can be challenging at times, particularly when it needs to be balanced with other priorities in your life; your health, your home life or your personal/work circumstances. Our Student Support Team are there to help you stay focused and to help, support and encourage you throughout your time at Belfast Met. This Student Support Handbook is a handy guide to inform you of the varied student support services in place to help you during your time at Belfast Met. I hope you find this guide both useful and informative and remember that the student support team will be there in person, via phone or email as and when you need them.

John-Daniel Armstrong
Student Sabbatical Officer

As the newly elected Student Sabbatical Officer, I would like to welcome you to Belfast Met! My role is to listen and respond to your ideas, as well as keeping you up to date with any important developments that affect students.
As part of the Student Voice initiative we want to hear from students who have Made it at the Met! These Student Ambassadors have made the most of the opportunities that Belfast Met offers. Student Ambassadors embrace their studies, get involved in College life and maximise the support on offer when challenges arise. To access the full video clips go to www.belfastmet.ac.uk/life-at-the-met/.

If you are interested in finding out more about Student Ambassadors at the Met then email: jennifercampbell@belfastmet.ac.uk

The teaching staff are so relaxed and the teaching feels informal which has made me feel more willing to talk and discuss with them about projects.”

The atmosphere is fantastic. It’s so much more relaxed and it’s a better place to learn. The tutors are brilliant - you can come to them about anything.”

I like the relaxed atmosphere and there is so much support, I love the location and the teaching staff are able to help you, especially the support of Inclusive Learning.”

The learning support team provides me with the help I need to study as well as helping me meet with other people at social events. Thanks to support staff I have been able to excel on my course.”

Conor Burns
HND MUSIC

Cherith Montgomery
HND in Creative Media Production (Moving Image)

Jack Sloan
A Level English, Film and Sociology

Megan Stirling
A Level Sociology, Biology and Chemistry

Joanne Stewart
Computer Science

Make it at the Met
Student Ambassadors
We provide guidance to help you to:

- Understand and realistically assess your career options
- Make effective career decisions
- Understand the job/course search process
- Prepare for selection processes
- Succeed in reaching your goals

We have an annual programme of careers related events (e.g. Higher Education Fair, Part-time Jobs Fair). Details of events for 2018/19 can be found on Canvas.

The College’s Careers and Employability Service offers support to help you to make important decisions about your education, your training and your career development. You may want help to identify the course that is right for you, to develop your career ideas or to progress to a job or a higher course of study. Whatever your goal, we offer a professional, impartial and confidential careers education, information, advice and guidance service to help you to make effective career decisions to take your next step.

Remember - a career is about more than just getting a job, although getting a job is an important part in your career development. A career is made up of a number of different stages in your working life and is described better as a pathway or a series of steps e.g. education, training, employment, further qualifications, job changes through promotion or other personal changes in your life.

Careers guidance is professional help that you can access to develop your career pathway.

Careers & Employability Service
Opening times may vary depending on staff availability and holiday periods.

Titanic Quarter Campus:
Careers Resource Area, Level 2, Room 060
Monday – Friday by appointment 9:30am - 4:30pm
Monday Drop-in Service 9:30am - 12:00 noon and 2:00pm - 4:00pm

Millfield Campus:
Building 1, Level 2, Room 9
Monday – Friday by appointment 9:30am - 4:30pm
Wednesday Drop-in Service 9:30am - 12:00 noon and 2:00pm - 4:00pm

Castlereagh Campus:
Building 5, Student Support Hub
Wednesday by appointment 9:00am - 12:00 noon

e3 and Outreach Buildings:
See booking details below.

Contact
Tel: 028 9026 5066
Email: careers@belfastmet.ac.uk

To keep up to date with careers events, job vacancies and other useful information and links, check our Facebook page, Twitter feed and the Student App.
Inclusive Learning

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

Our key message is that 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.

How do I arrange additional support for exams?
If you have examinations as part of your course and require additional support through Access Arrangements then you must disclose at the start of the academic year. It is your responsibility to ensure that you are assessed by Inclusive Learning, and to provide appropriate evidence that meet the awarding bodies’ deadlines. You will also be required to make contact with your Campus Examinations Office.

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) on page 12. 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 your course or in examinations. However, it is your right not to disclose.

I am on a Higher Education course - how do I get support?
Students on Higher Education programmes should contact Inclusive Learning as well as applying for Disabled Students’ Allowance (DSA) through their Local Education Authority to access funding for support. It is recommended that you apply as early as possible. Visit www.studentfinanceni.co.uk for more details.

JAM Card
Belfast Met is a JAM Card friendly organisation. The JAM (Just a Minute) Card scheme was developed by the NOW Group in conjunction with young people with a communication difficulty. The card allows people with a learning difficulty, Autism, Asperger’s or other communication difficulty, to tell others discreetly that they need ‘Just a Minute’. Disability awareness and JAM Card awareness training is being rolled out to all staff and the College wants to raise awareness amongst students about the JAM Card and App.

Whilst in the College, you can use the JAM card or the JAM app on your phone or tablet, to help staff to understand that you need more time. To order a plastic card call 028 9043 6400 or download your free app – search JAMCARD. For more information about the JAM Card visit www.nowgroup.org

What our students say...
Inclusive Learning is pivotal to students and their ability to progress into Further/Higher Education and employment. They not only helped me develop my personal skills throughout the year, but provided me with a safe and supportive environment to learn in, which I would not have received anywhere else.”
Learning Support

Referral Form (LS1)

Belfast Met welcomes applications from people with a disability. Please complete this form and return to:

- TQ Campus L2-Room 62 or Millfield Campus Building 1-Level 2-Room 9
- By email on cild@belfastmet.ac.uk

You must refer to the Centre at the start of each academic year to access support including support in examinations. This also applies to returning students. You will be required to provide evidence of your disability at the time of your appointment.

Personal Details

Student ID (if known): Date of Birth

Title: Forename: Surname:

Address:

Post Code:

Tel Number:

Email:

Please tick if you would like to receive an appointment via email:

Course Details

Course Title: Start Date:

Course Tutor: Campus/Location of Course

Area of Support

Indicate area of support (tick box)

- Dyslexia
- Visual Impairment / Blind
- Mobility
- Hearing Difficulty / Deaf
- Learning Difference
- Mental Health
- Speech Difficulty
- Physical Disability
- Medical Condition – Diabetes, Epilepsy, Asthma
- Autistic Spectrum / Aspergers
- Other

Have you been previously supported by Inclusive Learning? Yes/ No

If yes, who was your Learning Support Officer?

Inclusive Learning

Inclusive Learning supports students with a disability and/or learning difficulty at the College. We offer expert advice, guidance and support from course entry to exit and will respond to all enquiries in a sensitive and confidential manner.

Evidence

All students are required to provide evidence of their disability/specific learning difficulty/medical condition. This evidence is required by the Department for the Economy for audit purposes and also by awarding bodies.

Sample of Evidence required:

- Dyslexia - Educational Psychologist Specialist Teacher Reports
- Medical - Doctor or specialist report on disability or medical Condition and how this may impact on study and on the day-to-day activities of College life.
- Statement of Special Educational Needs additional evidence may be requested.

International Students

If you have a disability/and or learning difficulty and you are an international student, you may also avail of our support services. International students must provide evidence (in English) of their disability. Students may be required to pay for assessment of support and any subsequent support.

Declaration

Student Signature: Date:

Staff Signature: Date:

What happens next?

This form will generate an appointment with a Learning Support Officer. If you cannot attend then contact the Centre for Inclusive Learning as soon as possible

Email: cild@belfastmet.ac.uk or Tel: 028 90 265 097.

Failure to attend an appointment will result in no provision of support on your course or in examinations.

All information given on this form will be treated as confidential and in accordance with the Data Protection Act 1998 and the GDPR with effect from 25 May 2018.
Student Funding

Student Funding provides advice and guidance to students on funding opportunities available in support of their studies. We aim to inform students about the range of financial assistance available, the relevant criteria and how you can access these funds.

<table>
<thead>
<tr>
<th>Campus</th>
<th>Service Operating Schedule (Drop in/Term Time Only)</th>
<th>Individual Appointments (One-to-one booking also available/Term Time Only)</th>
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<td>Titanic Quarter Campus:</td>
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<td>Castlereagh Campus:</td>
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Please Note: Opening times and booking slots may be subject to change.

Student Funding will be available to:

- Provide one-to-one advice and guidance sessions on student funding
- Provide student funding application assistance
- Accept applications for the Hardship Fund and Care to Learn
- Answer queries about funds administered by the Student Funding Office (including telephone queries)

As well as offering financial advice and guidance Student Funding is responsible for processing all of the student fund applications.

To enable staff to complete this task as promptly as possible the Student Funding Office will remain closed at all other times. Students may email queries directly to studentfunding@belfastmet.ac.uk and should normally expect to receive a response within 3 working days.

Contact:
Email: studentfunding@belfastmet.ac.uk
Tel: 028 90265183
<table>
<thead>
<tr>
<th>Level/Mode of attendance</th>
<th>Age on 1st July 2018</th>
<th>Fees Applicable</th>
<th>Funding Available</th>
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<td>Full-time Vocational – No Fees A</td>
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| Fr...
The Centre for Student Wellbeing is delighted to announce a new holistic provision offering a comprehensive and tailored support intervention service across all our campuses. We aim to enable students who are struggling with their studies to overcome the barriers they face to their education and learning. We have a dedicated team of committed Student Wellbeing Officers in place to help and support you!

We are:
• Easily accessible and flexible
  We will do our best to meet with you on any campus at a time that suits you.
• Supportive and friendly
  We encourage informal, open and honest discussion.
• Focused on problem solving
  We will help you to explore coping mechanisms to overcome the challenges you face in an empathetic manner that focuses on your strengths.
• Student-centred
  We will promote that academic progress is balanced with other important aspects of your life.
• Private and confidential
  We will only share information on issues relating to students on a need-to-know basis.

We can support you with any of the issues listed below:
• Life Skills
• Behavioural issues
• Health and Wellbeing
• Personal issues
• Risk taking issues
• Economic hardship

Widening participation
Belfast Met actively encourages students from disadvantaged backgrounds to apply to the College, and offers them support throughout their student journey.

We want to change perceptions and raise aspirations. Having a diverse student population impacts positively on everyone’s learning and development.

If you are from a background that puts up barriers to your education and learning, the Centre for Student Wellbeing would like to hear from you and to help you to overcome the challenges you face.

Please let us know if:
• You are in care, or you have a care experienced background.
• You are a carer.
• You are homeless or at risk of becoming homeless.
• You are a single or young parent.
• You are involved in the criminal justice system.
• You are transgender.

How to contact us:
You, your tutor or your lecturer can contact us for support with any of the issues listed in this section.

Contact
Tel: 028 9026 5108
Email: centre4wellbeing@belfastmet.ac.uk

Don’t be shy about asking for help. It doesn’t mean that you are weak – it means that you are wise!
The Students’ Union (SU) is here to help you throughout your time as a student. Our main SU area is in the Titanic Quarter campus with additional SU common areas located in our Castlereagh and Millfield campuses. At the SU areas you will be able to find a relaxing space to catch up with friends, chill out and take a break from your studies. SU activities regularly operate across all campuses.

The SU represents all students on all campuses and with the help of the Student Council and Class Reps, represents the wider student voice. Look out for us and get involved. If you have any issues, questions or concerns please call into the SU office at any time - we are here to help.

How do I join the Students’ Union?
Every student enrolled at Belfast Met is automatically a member of the Students’ Union.

How do I get involved?
You can get more involved in a range of ways:
• Become a Class Representative
• Run for election and join the Student Council
• Write for the student newsletter - Impress
• Join a sports club
• Set up a club or society
• Apply to the Student Activity Fund to run an extra-curricular activity
• Attend SU events

Can I join a sports team, club or society?
Yes - we offer a wide range of sporting activities and clubs through the SU. If there is a sport, club or society you would like more information on, or maybe you would like to help to set up a new sport or society, contact us on: studentsunion@belfastmet.ac.uk

Student Voice
Students can take on greater involvement by ensuring that the student voice is heard at the College.

Student Council
Run for election and become part of the Student Council. Elections take place in October each year. The Council meets on a monthly basis and provides a “voice” for students. Minutes of all meetings are available to students with feedback discussed at the next council meeting.

Class Representative
Each class in the College elects a Class Representative in September. A Class Representative will feed back on behalf of their classmates at regular meetings with senior management at the College. They play a vital role in the College’s student community and are instrumental in ensuring that the student voice is heard.

The most important requirements for becoming a Student Council member or Class Representative are:
• Enthusiasm
• Dedication
• Ability to represent the views of your classmates
• Desire to build strong relationships with your classmates and the College

Ryan McNally
Student Sabbatical Officer

I got involved in Belfast Met Students’ Union because I wanted to make sure students were having the best experience possible at college. Working with the SU has been great for me, I’ve gotten to develop new skills and meet lots of interesting people. The SU always needs people who are passionate about campaigning for student’s rights and interests. Representing your fellow students can be a rewarding experience so I would definitely encourage others to get involved.
Student Complaints Policy

Student policies are a guide to help you to understand how the College operates and to advise you about what is suitable behaviour as a student of the College.

The policies most likely to directly affect you are:
- Student Attendance and Punctuality Policy
- Student Code of Conduct
- Student Complaints Policy
- Student Criminal Convictions Policy
- Student Disciplinary Policy
- Student Dress Code Policy
- Student Equal Opportunities Policy
- College Health and Safety Policy
- Misuse of Legal and Illegal Substances Policy
- Safeguarding Children and Adults at Risk Policy
- IT Acceptable Usage Policy

All of these documents are accessible from Canvas and on our website www.belfastmet.ac.uk/publicdocuments. If you have difficulty understanding these policies or how they affect you, please seek advice from your Students’ Union. Email: studentsunion@belfastmet.ac.uk

Bear in mind

Off-campus behaviour that brings the College into disrepute is also subject to the student disciplinary process.

Terms and Conditions

The College has devised a set of terms and conditions for prospective and enrolled students in line with Competition and Markets Authority guidance to signpost them to appropriate policies and procedures including course fees, course closures, changes and cancellations and College processes in the event of non-payment of fees by students.

Further information can be found here: www.belfastmet.ac.uk/about-us/corporate-information/public-documents/

For information on the student Code of Conduct please go to page 50.

Stage 1 (Informal)

Speak to a member of staff or the Students’ Union to try and get complaint/issue resolved at first point of contact.

Stage 2 (First Formal Stage)

If unresolved at Stage 1, an email must then be sent to the Corporate Compliance Officer

Complaints@belfastmet.ac.uk

Complaint is investigated by Curriculum Area Manager

Stage 3 (Appeal Stage)

Complaint redirected to be dealt with by Head of School/Head of Department

Stage 4 (Northern Ireland Public Services Ombudsman)

If you remain dissatisfied with the outcome of your appeal you have the right to raise the matter further.

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

Schedule of Activity

2018/19

Freshers’ Fair
Tuesday 18th September 2018 – Titanic Quarter
Wednesday 19th September 2018 – Castlereagh
Thursday 20th September 2018 – Millfield
Other activities to be advertised for this week!

Student Council Elections
Tuesday 16th October 2018

Student Council 1st Meeting
Friday 19th October 2018

Class Rep Training:
12.30-1.30pm
Monday 8 October 2018 – e3-G-019
Tuesday 9 October 2018 – Millfield Lecture Theatre B1-L1-01
Wednesday 10 October 2018 – Castlereagh Lecture Theatre
Thursday 11 October 2018 – Titanic Quarter Lecture Theatre G-001

Class Rep Meetings:
Term 1: 12.30-1.30pm
Monday 26 November 2018 – e3-G-019
Tuesday 27 November 2018 – Millfield Lecture Theatre B1-L1-01
Wednesday 28 November – Castlereagh Lecture Theatre
Thursday 29 November – Titanic Quarter Lecture Theatre G-001

Class Rep Meetings:
Term 2: 12.30-1.30pm
Monday 4 March 2019 – Titanic Quarter Lecture Theatre G-001
Tuesday 5 March 2019 – Castlereagh Lecture Theatre
Wednesday 6 March 2019 – Millfield Lecture Theatre B1-L1-01
Thursday 7 March 2019 – e3-G-019

Class Rep Meetings with the Directorate:
9.30-11.30am
Tuesday 22 January 2019 – Titanic Quarter Lecture Theatre G-001
Tuesday 9 April 2019 – Titanic Quarter Lecture Theatre G-001

Freshers’ Fair
Tuesday 18th September 2018 – Titanic Quarter
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Thursday 20th September 2018 – Millfield
Other activities to be advertised for this week!

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Class Rep Meetings:
Term 1: 12.30-1.30pm
Monday 26 November 2018 – e3-G-019
Tuesday 27 November 2018 – Millfield Lecture Theatre B1-L1-01
Wednesday 28 November – Castlereagh Lecture Theatre
Thursday 29 November – Titanic Quarter Lecture Theatre G-001

Class Rep Meetings:
Term 2: 12.30-1.30pm
Monday 4 March 2019 – Titanic Quarter Lecture Theatre G-001
Tuesday 5 March 2019 – Castlereagh Lecture Theatre
Wednesday 6 March 2019 – Millfield Lecture Theatre B1-L1-01
Thursday 7 March 2019 – e3-G-019

Class Rep Meetings with the Directorate:
9.30-11.30am
Tuesday 22 January 2019 – Titanic Quarter Lecture Theatre G-001
Tuesday 9 April 2019 – Titanic Quarter Lecture Theatre G-001

Freshers’ Fair
Tuesday 18th September 2018 – Titanic Quarter
Wednesday 19th September 2018 – Castlereagh
Thursday 20th September 2018 – Millfield
Other activities to be advertised for this week!
Avoiding Plagiarism

What is plagiarism?
Plagiarism is sometimes referred to as ‘academic malpractice’. Plagiarism is attempting to pass off other people’s work and ideas as your own in your assignments and coursework. This guide has been produced to provide students with some tips and guidance on how to avoid plagiarism by referencing your research.

What is referencing?
Referencing is the process of acknowledging the work and ideas of other people you find when researching books, magazines and the internet to help you to complete your assignments or coursework. This guide has not been written to accompany a specific qualification, but contains general advice on referencing.

Why is Plagiarism wrong and Referencing important?

<table>
<thead>
<tr>
<th>Plagiarism is wrong because...</th>
<th>Referencing is important because...</th>
</tr>
</thead>
<tbody>
<tr>
<td>It is dishonest. In the academic world it is seen as theft - stealing other people’s work and ideas.</td>
<td>It shows that you have read (watched and listened) widely about your topic, and that you have researched your topic well.</td>
</tr>
<tr>
<td>Its consequences for a student can include the non-achievement of an assignment, or even to disciplinary action.</td>
<td>It lends depth to your own work – by using quotations and ideas from other people, you are able to show what you have learnt from your research.</td>
</tr>
<tr>
<td>It is disrespectful to your lecturers and amounts to a betrayal of trust.</td>
<td>It helps to avoid accusations of plagiarism.</td>
</tr>
<tr>
<td>Lecturers are unable to form correct decisions on the progress of individual students.</td>
<td>It allows you to develop good research skills—skills that not only promote good academic writing, but also help to reduce plagiarism.</td>
</tr>
</tbody>
</table>

What students can do to minimise the risk of plagiarism
- You will be expected to use your own ideas and words in your work.
- Do not repeat or copy and paste information from the internet (or any other source) into your work without referencing it. This is plagiarism.
- You can quote (repeat word for word) a very limited amount of someone else’s work, as long as you present it in quotation marks, acknowledge the source in your text and reference it properly.
- You also need to reference properly if you are paraphrasing or summarising someone else’s work.
- Check with your lecturing team for their guidance on referencing.
- Plagiarism does not only refer to other people’s written or spoken words. It also refers to images, graphics, charts and media, i.e. clips, sounds, music etc.
- Only use copyright free images to support the design of your PowerPoint and/or assignment.
- Attend a referencing skills tutorial or refer to your programme’s Canvas site for further resources on “How to Reference” and “Avoiding Plagiarism”.
- Discuss any concerns you may have about your assignment with your lecturer.
- Keep a list of all of the sources you have used to help you with your assignment, i.e. the sources that you have used as part of the research/reading for your assignment. These sources may include websites, books, e-books, online journals, radio programmes, TV programmes, podcasts, vlogs, blogs and YouTube videos etc. Keep a reading diary, and list all the relevant sources at the end of your assignment.

Unicheck

“Unicheck” is a plagiarism software checker. If applied to your Canvas assignment submission, it can detect any plagiarised work in an assignment. Please check with your lecturer for further details on “Unicheck”. Also refer to the Belfast Met Library Canvas site for further resources and tools on how to reference.

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

https://qualifications.pearson.com/content/dam/pdf/Support/Quality%20Assurance/Plagiarism-Factsheet.pdf
Looking after yourself

Health and Wellbeing

Student Counselling
Belfast Met provides a counselling service for students with personal problems, great or small. Student counselling is provided by Inspire wellbeing. The service is professional, confidential and free to students. Belfast Met works in partnership with Inspire wellbeing to provide a comprehensive counselling service for all Belfast Met representatives, students and staff alike. There are drop-in counsellors on campus each week, or counselling appointments can be made off campus anywhere in Northern Ireland. The 24hr freephone number (0808 800 0032) is a dedicated number for Belfast Met students and welfare staff.

Please ask for help with:
• Academic concerns
• Alcohol or drug problems
• Anxiety
• Bereavement
• Bullying and harassment
• Compulsive behaviour
• Crisis support
• Debt concerns
• Depression
• Eating disorders

Support and resources are also available online at www.inspirewellbeing.org/students/. Students can also email: support@inspirewellbeing.org to set up a referral for counselling.

Student counselling allows you to talk about and begin to explore any issues that are causing you difficulties. Whatever your difficulty, you can be assured of a sensitive and practical approach. We also encourage our lecturers who have concerns about any of their students to use this service. Remember - you can contact Inspire at any time, as can lecturers on their student’s behalf, with the student present.

• Exam stress
• Family problems
• Fear of failure
• Feeling out of control
• Feeling lonely or isolated
• General help and advice
• Pregnancy worries
• Relationship difficulties
• Sexual issues
• Suicidal thoughts
• Worries about leaving home

Student Counselling – Drop-in Sessions

<table>
<thead>
<tr>
<th>Campus</th>
<th>Opening times</th>
</tr>
</thead>
<tbody>
<tr>
<td>Titanic Quarter Campus:</td>
<td>Level 2, Room 57 Thursday 9:00am - 12:00 noon</td>
</tr>
<tr>
<td>Millfield Campus:</td>
<td>Block 5, Student Support Hub - Monthly Clinic. First Wednesday of every month 11:00am - 1:00pm</td>
</tr>
<tr>
<td>Castlereagh Campus:</td>
<td>Building 5, Student Support Hub, Room G031 Monday 1:00pm - 4:00pm</td>
</tr>
<tr>
<td>e3 Campus:</td>
<td>Meeting Room 3 Thursday 10:00am - 12:00 noon</td>
</tr>
</tbody>
</table>

Please note that opening times may vary.

HYPE Clinic
The HYPE team provides young people with information, knowledge and skills to make informed choices about their sexual and reproductive health and wellbeing by increasing their access to education, information and services. HYPE facilitates weekly health drop-in clinics across four Campuses at Belfast Met, for all young people under 25 years old.

HYPE offers:
• Free condoms
• STI testing (Chlamydia and Gonorrhoea)
• STI information
• STI testing (Chlamydia and Gonorrhoea)
• Health promotion advice – blood pressure & BMI check
• Contraceptive information (including emergency contraception information)
• Fast track GUM appointments
• Pregnancy testing
• Signposting to relevant agencies

N.B. Below times may vary - look out for HYPE team staff within your campus or contact HYPE on:
Tel: 028 9504 0317. As well as promoting general student wellbeing, they also run Relationship and Sexual Health Education Programmes. HYPE develop innovative methods to address young people’s sexual health and wellbeing needs, by offering a tailor-made personal development programme lasting 6-8 sessions.

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Stop Smoking Support
Do you smoke and want to stop? Cancer Focus Northern Ireland offers a free and confidential Stop Smoking clinic for all students at Belfast Met. They run a weekly drop-in clinic in the College’s main campuses. Students are given the opportunity to kick their smoking habit through one-to-one or group support. The clinic provides:

- Motivational support – to help students to build confidence to overcome the fear of stopping smoking;
- Behavioural support – to help students break habits;
- Pharmacotherapy – patches and gum to help to reduce cravings.

Students who are interested in stopping smoking can contact Cancer Focus on:

Contact
Tel: 028 9066 3281
Email: want2stop@cancerfocusni.org

Cancer Focus will also be present at the Freshers’ Fairs to answer any questions you may have about their services.

Clinic venues and times arranged to suit
ASCERT – Drugs and Alcohol

ASCERT offers a wide range of support services to individuals, families and communities across Northern Ireland to help them deal with alcohol or drug-related concerns. Alcohol and drug use can have a huge impact on you, your family and those around you and it is important to get help if you are concerned about your, or someone else’s, alcohol or substance use.

There are a range of services that you can access including:

**DAISY** - The Drug and Alcohol Intervention Service for Young People (DAISY) provides support to young people up to 25 years old to help to reduce the harm caused by their substance misuse.

DAISY works directly with young people through therapeutic mentoring, individual counselling, therapeutic group work, therapeutic play work and can provide support for the whole family through one-to-one parent/carer support and systemic family interventions.

ASCERT alcohol services help individuals who are worried about their drinking to make changes to their alcohol use and can help to connect them to further support as necessary. They can also help you if you are concerned about someone else’s drinking, even if that person is not seeking help.

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**Men ACWY - Vaccination**

Meningococcal disease is caused by meningococcal bacteria. There is a vaccination programme to protect older teenagers and young adults against meningococcal infection.

**Meningococcal bacteria**

Meningococcal bacteria can cause meningitis and blood poisoning (septicaemia). There are 12 known capsular groups. In Northern Ireland, meningococcal groups A, B, C, W and Y are the most common.

Meningococcal bacteria can cause:

- meningitis (inflammation of the lining in the brain)
- septicaemia (blood poisoning) often leading to a rash of dark spots

Meningitis can cause death or long-term health problems including:

- amputation
- deafness
- epilepsy
- learning difficulties

People at risk of MenW infection:

- Older teenagers and first year college and university students often mix with large groups of people and can be exposed to different infections and diseases.

Getting vaccinated will help protect against infection as well as reducing your risk of carrying harmful bacteria.

Various sub groups of meningococcal disease can spread quickly in areas where people live closely to each other such as:

- In university halls of residence
- In shared accommodation

If you’re aged 25 or under, about to start college or university and haven’t yet had Meningococcal vaccination, you should ask your GP for the vaccine.

https://www.nidirect.gov.uk/articles/men-acwy-vaccination-teenagers-and-students

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**Steps to Cope** is an online and face-to-face support service for young people aged between 11-18 who are concerned about their parents’ alcohol use. It offers information and support to help anyone affected to understand and cope better with what is going on in their lives. Find out more at www.stepstocope.co.uk.

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**Steps to Cope**

**Take 5 steps to wellbeing**

We know when we are mentally and physically well but sometimes we need a little extra support.

Here are five simple steps to practise every day:

**Connect**

Connect with the people around you: family, friends, colleagues and neighbours at home, work, school or in your local community. Think of these relationships as the cornerstones of your life and spend time developing them. Building these connections will support and enrich you every day.

**Be active**

Go for a walk or run, cycle, play a game, garden or dance. Exercising makes you feel good. Most importantly, discover a physical activity that you enjoy; one that suits your level of mobility and fitness.

**Take notice**

Stop, pause, or take a moment to look around you. What can you see, feel, smell or even taste? Look for beautiful, new, unusual or extraordinary things in your everyday life and think about how that makes you feel.

**Keep learning**

Don’t be afraid to try something new, rediscover an old hobby or sign up for a course. Take on a different responsibility; fix a bike, learn to play an instrument or how to cook your favourite food. Set a challenge you will enjoy. Learning new things will make you more confident, as well as being fun to do.

**Give**

Do something nice for a friend or stranger, thank someone, smile, volunteer your time or consider joining a community group. Look out as well as in. Seeing yourself and your happiness linked to the wider community can be incredibly rewarding and will create connections with the people around you.

For information on the full range of services offered by ASCERT you can visit: www.ascert.biz. You can also call us on Tel: 0800 254 5123, email: info@ascert.biz or message us using your preferred social media.

Make it at the Met | www.belfastmet.ac.uk
What is Safeguarding?
Every day a student at risk will experience some kind of harm, abuse, ill-treatment or neglect. Safeguarding is about helping students to keep themselves safe and to prevent harm from happening in the first place. Safeguarding is also about responding to concerns about alleged and suspected harm and putting in place plans to help and protect those who cannot protect themselves. Everybody has the right to live their lives free from violence and abuse.

Contacts
Jim Woods
Designated Safeguarding Manager
Tel: 028 9026 5123

Nuala Boyle
Deputy Designated Safeguarding Manager
Tel: 028 9026 5054

Wendy Newton
Safeguarding Officer
Castlereagh & Other
Mob: 07711 091152

Valerie Crawford
Safeguarding Officer
Titanic Quarter Campus
Mob: 07918 677177

Louise Kielty
Safeguarding Officer
Millfield Campus
Mob: 07773 225098

Eating Well
To make sure that you make the best of your time at College, you need to look after your physical health by eating well. It is tempting to skip breakfast for an extra 10 minutes in bed or to snack on junk food rather than pack a lunch, but these bad habits will make you feel tired and moody and will impact on how well you do in class and in exams.

You should:
• Eat breakfast - set the day off the right way by having a balanced breakfast
• Eat regularly – eat the right foods regularly to give you energy throughout the day.
• Eat the right foods - this includes eating a range of fruits and vegetables every day to get a good range of nutrients. Include proteins, fibre, carbohydrates and the right fats into your diet every day.
• Avoid foods which make your blood sugar rise and fall quickly, such as sugary snacks, sugary drinks and alcohol.
• Avoid too much caffeine which is a stimulant. If taken in excess, caffeine can make you feel anxious and depressed.
• Drink plenty of water to help you to stay focused throughout the day. Dehydration can lead to headaches, mood swings and a dip in concentration levels. You should aim to consume 2 litres of water a day.

Eating well will help to improve both your physical and mental wellbeing. Also remember to:
- Do some exercise
- Get enough sleep
- Limit your alcohol intake
- Talk and share

Places to Eat
There is a Café Met available on all Campuses which offers hot food, sandwiches, crisps, traybakes and cold or hot drinks. There are lots of places to grab some lunch or dine in near our Campuses. Once you start your journey, you will get to know the Campus and its surroundings well.

Did you know...
• Did you know that Costa Coffee is served at our Titanic Quarter, Castlereagh and E3 campuses
**Simon Community Northern Ireland**

Simon Community NI is a charity that supports people who are homeless or at risk of becoming homeless. With their services, they are changing lives and in some cases saving lives. Simon Community NI recognises that addressing homelessness is more than providing a roof. Along with emergency accommodation, the organisation provides a range of services, advice and community support. A 24/7 freephone helpline acts as a gateway to services like:

- Schemes for young people, including money management courses, improving training skills and helping those getting into work develop their CVs.
- A Harm Reduction service helping people who are struggling with addictions.
- A Homelessness Prevention programme making sure the organisation is preventing people becoming homeless when possible.
- Support services based in the community.
- Simon Community NI works in partnership with a range of organisations.

If you are homeless or at risk of becoming homeless, or you know someone who is, please contact Tel: 0800 171 2222. To find out how you can get involved with Simon Community Northern Ireland through volunteering, raising awareness or donating, visit their website at www.simoncommunity.org

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**Flax Foyer**

Flax Foyer is a project of NB Housing which supports young homeless people aged 18-25 to prepare for independent living. The Foyer contains 37 self-contained accommodation units. It also provides a common room, laundry facilities and a computer suite.

Accommodation is for a maximum two year stay. Support is provided to residents throughout their stay to develop the necessary independent living skills required to maintain their own accommodation within the community.

Every resident is expected to be ready to commit to a training programme that will enhance their individual employability. There are many training opportunities within the Foyer.

Please visit the website for further information: www.nb-housing.org/flax-foyer-help-for-young-people. To apply for accommodation please contact the Foyer on 028 9059 3301 or download an application pack from www.nb-housing.org/application-form.

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**Suicide Awareness**

What should you do if you think a student has suicidal tendencies? In the first instance you need to identify whether the student is:

- Withdrawn or low in spirit
- Finding it difficult to relate to others
- Taking less care of themselves
- Different in some way, eg. unusually cheerful, tearful, or trying hard not to cry
- More irritable
- Finding it hard to concentrate
- Feeling suicidal (it’s a myth that people who talk about suicide don’t follow through with it)
- Seeing no hope in the future or no point in life
- Feeling worthless or a failure
- Feeling isolated and alone
- Sleeping badly, especially waking early
- Losing their appetite, or eating more than usual.

Trust your instinct – if you’re concerned, you probably have reason to be!

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**Express your concern**

- Don’t fail to act for fear of making things worse. It won’t!
- Tell them that you are concerned about them.
- Ask them if there is anything troubling them.
- Ask them if you can help in any way.
- Tell them that you would like to help if you can.
- If you are concerned about a friend or classmate, tell a teacher, their parents/guardians or other responsible adult

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**Belfast Samaritans**

For over 55 years, Belfast Samaritans have been providing confidential, non-judgemental emotional support for people who are feeling lonely, experiencing feelings of distress or despair and who may be having suicidal thoughts. You don’t have to be suicidal to call the Samaritans. They believe that being there for people during difficult times helps people to feel calmer, better understood and less alone, to gain perspective and to see new ways of dealing with their situation.

The Samaritans’ Vision is that fewer people die by suicide. They work to achieve this vision by making it their mission to alleviate emotional distress and to reduce the incidence of suicidal feelings and suicidal behaviour.

- Call 24/7, 365 days a year, from any phone on freephone 116 123 or Tel: 028 9066 4422 (local call charges apply).
- E-mail: jo@samaritans.org
- Text 07725 90 90 90
- Call into the Samaritans Centre at 5 Wellesley Avenue, Belfast, open 9am -10pm every day of the year and no appointment is needed.

To find out more about Samaritans or details of how you can volunteer or help visit www.samaritans.org.

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**Stay safe, stay aware**

Get home safe

A good night starts and ends with friends. Before going out, always think about how you are going to get home. Work out exactly where you’re going and how you and your friends will get there and back.

Share a taxi or walk together. If you do get stuck without your friends or money, Fonacab will use your student card in lieu of payment up to the value of £10. They will return your card to the Belfast Met Students’ Union where you will pay for your taxi fare and get your student card returned to you.

It’s that simple!
Out and about, protect yourself by following these simple rules:

- Keep bags closed and zipped up. If someone grabs it, let it go. Bags can be replaced. You can’t.
- Carry your purse or wallet out of sight.
- When using a cash machine, go in daylight or with a friend if you can, or choose a well-lit one.
- Don’t be flash with cash.
- If you take your mobile out with you, keep it hidden and keep calls brief.
- If you suspect you’re being followed, cross the road to see if they follow you. If you’re still worried, don’t hang about. Go into a pub or shop to call a friend to meet you, or call the police.
- Have your house keys ready before you reach the door and carry them on you, not in your bag.
- Walk confidently and be aware of what’s going on at all times.
- Try to blend in and avoid appearing drunk or lost.
- Your hearing is your best protection; your voice is your best defence. If you’re attacked, shout and run.
- Remember - if you’re chatting on the phone or listening to your personal music, you won’t hear someone come up behind you.
- When your gut says there’s trouble ahead, there probably is. Get somewhere safe.
- Steer clear of a confrontation. What’s the point? Who needs the hassle?
- If something does happen to you, report it to the police and the College authorities. You could stop it happening to someone else.

Make sure you protect yourself by:

- Not accepting a drink from a stranger;
- Not taking drinks from large open containers;
- Leaving your drink with someone you know you can trust when you go to the toilet or for a dance;
- Asking a friend to get you home if you suddenly feel odd or unusually drunk – but make sure it’s someone you really trust;
- If a friend starts acting out of character, she/he might have been drugged – ask for help and get them home safely;
- Always looking out for each other.

Looking after your accommodation:

- When you go out, even for just a few minutes, make sure that your laptop and other valuables are out of sight and that your windows and doors are locked. Do the same when you go to bed at night;
- 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.

Off Campus Anti-social behaviour

Many students see their first year studying away from home for a while - bring them home with you;
- Put lights on a timer.

Off-Campus Student Disciplinary Penalties

### Standard Penalty

<table>
<thead>
<tr>
<th>Offence</th>
<th>First Offence</th>
<th>Second Offence</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smoking in a non-designated area (outside).</td>
<td>Written Warning &amp; Fine £50</td>
<td>Written Warning &amp; Fine £100</td>
</tr>
<tr>
<td>Drinking alcohol in a prohibited area.</td>
<td>Written Warning &amp; Fine £50</td>
<td>Written Warning &amp; Fine £150</td>
</tr>
<tr>
<td>Smoking in a prohibited area (inside).</td>
<td>Written Warning &amp; Fine £150</td>
<td>Referral to Student Discipline Panel</td>
</tr>
<tr>
<td>Failure, without reasonable cause, to produce accurate identification upon demand to authorised persons, who should identify themselves.</td>
<td>Written Warning &amp; Fine £150</td>
<td>Written Warning and Fine £250 and/or exclusion</td>
</tr>
<tr>
<td>Minor anti-social disturbance including off-campus noise disturbance.</td>
<td>Written Warning &amp; Fine £150</td>
<td>Written Warning and Fine £250 and/or exclusion or referral to Student Discipline Panel</td>
</tr>
<tr>
<td>Causing minor harm or threatening to cause minor harm to another person.</td>
<td>Written Warning &amp; Fine £150</td>
<td>Written Warning and Fine £250 and/or exclusion or referral to Student Discipline Panel</td>
</tr>
<tr>
<td>Minor vandalism or malicious damage to property.</td>
<td>Written Warning &amp; Fine £150</td>
<td>Written Warning and Fine £250 and/or exclusion or referral to Student Discipline Panel</td>
</tr>
<tr>
<td>Disruption of, or interference with the activities of the College, whether on College premises or elsewhere.</td>
<td>Written Warning &amp; Fine £150</td>
<td>Referral to Student Discipline Panel</td>
</tr>
<tr>
<td>Obstruction of, or improper interference with, the functions, duties or activities of any student, member of staff or other employee of the College or any authorised visitor to the College.</td>
<td>Written Warning &amp; Fine £150</td>
<td>Referral to Student Discipline Panel</td>
</tr>
<tr>
<td>Behaviour which interferes with the legitimate freedom of speech, ideas, actions or enquiry of any other student or member of staff.</td>
<td>Written Warning &amp; Fine £150</td>
<td>Referral to Student Discipline Panel</td>
</tr>
<tr>
<td>Indecent misconduct (minor).</td>
<td>Written Warning &amp; Fine £150</td>
<td>Referral to Student Discipline Panel</td>
</tr>
<tr>
<td>Failure to comply with a previously imposed penalty under these regulations for a minor offence.</td>
<td>Written Warning &amp; Fine £150</td>
<td>Referral to Student Discipline Panel</td>
</tr>
<tr>
<td>Contempt of the College’s Discipline procedures by failing to co-operate with the College’s discipline authorities or otherwise.</td>
<td>Written Warning &amp; Fine £150</td>
<td>Referral to Student Discipline Panel</td>
</tr>
<tr>
<td>Breach of College Regulations or Policy and Procedures</td>
<td>Written Warning &amp; Fine £150</td>
<td>Referral to Student Discipline Panel</td>
</tr>
</tbody>
</table>
Belfast Metropolitan College provides three modern libraries designed to help you to study for that important qualification. The libraries are open and fully staffed for over 50 hours per week to assist students. Each library hosts a range of study facilities and a mix of seating areas including zoned silent areas.

The libraries have a huge range of resources relevant to your course. This is constantly updated through consultation with tutors, and we pride ourselves in offering some of the best and most authoritative materials available to any third level institution. You will receive all the necessary support to locate, retrieve and assess the appropriateness of resources to complete an assignment, to improve your subject knowledge and to become more skilled in the whole area of information literacy. We also offer 24/7 access offsite to a vast range of electronic books, journals and databases through the College website and VLE.

Students can use any library in the College and staff provide induction and guidance tours at the start of the academic year. As well as study space and printed material, each library contains a wide range of IT facilities – PCs with appropriate software to support learning, photocopying, printing and scanning facilities. Again, staff are always available for guidance and support to access. The libraries also have laptops for loan and there is full Wi-Fi access so students are welcome to bring their own devices.

Searching for information

The resources available in and through the College libraries have been tailored to each course and students are encouraged to use these as their primary source for information. Extensive reading lists and subject guides are created and updated regularly for each course whilst students can also search for themselves to see what is available.

The libraries provide an online catalogue called “Metcat”; which lists all the books available in both hard copy and electronic format. To provide access to journal articles, newspapers or specialised subject information, the libraries have developed a dedicated search engine called “Discovermore”; it trawls all the resources available in the College resource collection and delivers the results to your screen. Again, both resources can be accessed 24/7.

Libraries can sometimes be confusing places and students are often unsure of how to access the most relevant resources. The highly trained, motivated and approachable staff in each library are always on hand to assist with queries.

Libraries during holiday periods

College Libraries are open most days during holiday periods from 9:30am to 4:00pm but this is subject to staffing and other factors. Please contact the Library in advance to check if a particular campus is open by telephoning 028 9026 5017 or emailing library@belfastmet.ac.uk

What our students say...

“I was able to find out that entry requirements for some colleges and universities were very achievable”
IT Support Services

Who are we?
The IT team supports and manages the IT infrastructure across the College including more than 3000 PCs, 250 printers, 300 tablets and 800 laptops. We also deploy all applications used across the College. We support over 1,500 staff and 20,000 students each year, providing a support service to ensure that all IT systems operate correctly across the College.

FAQs
How do I get my network account?
Once you have registered for your course and paid your fees, you will be allocated a College email address and network account. Further details on how to activate your account will be provided during enrolment.

Do I get an email account?
Yes – see above. You can use our password self-service facility to reset your network / email password. To use this facility, you must have entered your security questions and answers on our IT Portal. (https://bmcit.sysaid.it.com)

You can also use the Belfast Met smartphone app (found in the IT Support section) or contact the IT Service Desk on Tel: 028 9026 5111 or email: itservicedesk@belfastmet.ac.uk

Please note that, for security reasons, we need to verify your identity before your password will be reset. IT Support will never ask you for your password and we advise that you never share it with anyone.

How do I connect to College Wi-Fi?
Wireless network access is available throughout the College. Belfast Met is part of the Eduroam network that is used to provide wireless internet access for all your personal devices. Simply choose Eduroam from the available wireless networks and enter your College email address and password. This service also allows visiting staff and students from other academic organisations to log in with their own email address and password.

Belfast Met staff and students can also log in to Eduroam at other academic organisations. To connect to the Wi-Fi network, select “Eduroam” on your device and enter your email address and network password.

Belfast Met Student App
The Belfast Met App is a smartphone app, made by students, for students, offering you everything you might need for College life. It is fully integrated with your College account giving you access to your Email, Planner, OneDrive and Canvas.

The App also offers up to date student information such as live attendance data, personal timetable and course details. Additional features include details on local attractions, live announcements; keeping you up to date with College news and events, as well as interactive services such as reporting absence, booking appointments and IT Support. The App is available for a wide variety of devices and can be found on the Google Play Store and Apple App Store (Search Belfast Met).

Free MS Office for Home
To install up to five free copies of MS Office at home, you need to have enrolled on the College network and have a valid College student email address. Log in to Mail.Office365.com with your network account and password -> Click on the “BelfastMet” heading, -> Click on “Install”. Free software is also available from the Autodesk website and reduced cost software is available from the Adobe website and other sites such as software4students.com.

Contact
Email: itservicedesk@belfastmet.ac.uk
Tel: 028 9026 5111

Make it at the Met | www.belfastmet.ac.uk

Be safe on the Internet

Safe
Keep safe and do NOT give out your personal information when chatting or posting online. Personal information is your full name, email address, phone number, home address, photos or even your school/college name.

Meeting
It can be very dangerous to meet up with someone you have just been chatting to online. Make sure you are accompanied by an adult when meeting for the first time.

Accepting
Accepting emails, IM Messages, or opening files, pictures or texts from people you don’t know or trust can lead to problems – they could contain viruses or nasty messages.

Reliable
Not everything on the Internet is reliable and truthful and remember a person you are chatting to online may not be who they say they are.

Trust
Tell an adult you trust if there is anything that makes you feel uncomfortable or that worries you while online. If you feel that you are being bullied or you know of anyone who you think is, make sure you report it straight away. The longer it goes on the worse it can get.
There are administration teams in each Campus who are fully committed to the provision of a high quality service to all students. Call in and talk to us if you want to:
- Enrol on a course
- Obtain a student card
- Apply for a refund of fees
- Collect your bus or train pass
- Collect your student grant cheque
- Collect school meals tickets
- Get a College Prospectus
- Get an application form for financial assistance.

We will do our best to resolve your query. If we cannot resolve it, we will point you in the right direction.

**FAQs**

**Q What do I need to enrol on a course?**
A Depending on the course and on your personal circumstances, you will need one or more of the following details:
- Proof of identity and residency
- Proof of entitlement to benefits to claim reduced fees
- Bank details, if you are using the direct debit facility
- Letter from employer, if they are paying the fees
- Letter from Student Loan Co, if SLC are paying the fees
- Means of payment, cash, cheque, debit or credit card

**Q Do I need to bring a photograph to obtain my student card?**
A No, we will take your photograph at the counter and issue your card.

**Q How do I apply for a bus pass?**
A We will give you an application form, which must be completed by you and your course tutor and sent to your Education Authority. They will then send your bus pass to the College for you to collect.

**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 the course is cancelled by the College.
Examinations - Guidance & Information

The Examinations Office is responsible for processing entry and registration of students for examinations within the College. The Examinations Office will support you and ensure your examinations run smoothly and without incident. All aspects of individual needs will be processed confidentially and professionally.

Examination Fees:
Your examination fees are included at the point of enrolment to facilitate the entry process and to reduce the late submission of examination entries and additional penalty fees. If you have re-sits, you need to pay by the scheduled closing dates. Forms for re-sits can be obtained from the Campus Administration offices and should be returned once completed along with the required payment. You will need to be enrolled before any examination entry can be made. The College does not accept external candidates.

Access Arrangements:
You may be entitled to additional support (e.g. extra time, a reader or a scribe) for your examinations if you have a confirmed disability, learning difficulty or long-term medical condition.

If you need access arrangements you must complete a Learning Support Referral Form (LS1 - see page 12) when you enrol at Belfast Met or contact the Centre for Inclusive Learning at your campus. Make sure that you do this as early as possible. You must complete a LS1 Form at the start of each academic year that you are enrolled on a course.

After you have met with Inclusive Learning, you need to contact the Examinations Team at your campus to discuss your exam arrangements.

Exams Clash:
Let the Examinations Team in your campus know as early as possible if you have two examinations scheduled at the same time. Arrangements will be put into place for you in line with the awarding body regulations. You will receive confirmation of these arrangements from the Examinations Team. If you have a clash, you will need to make yourself known to the invigilator when you enter the room for the first examination. You will not be allowed to leave the room on your own at the end of the examination. If you do not follow the regulations, you will not be allowed to sit the second examination.

Timetables:
All GCSE/AS/A2/GCE timetables will be displayed on the Examinations noticeboards in the reception area of each campus. You can also access timetables on the relevant awarding body website.

Examination Venues:
Room allocations for examinations will be posted every day on the noticeboard in the reception area of each Campus. Please arrange to be in the examination room approximately 30 minutes before the examination start time. You will need to bring photographic identification (i.e. current student ID card / driving licence / passport etc.) along with your Statement of Entry.

Students with Access Arrangements should contact the Examinations Team in person before their examination to check and confirm the room for their examination – in some cases this may be different from the main examination group. These students should make themselves known to the invigilator when they enter the examination room. The invigilator will advise you where to sit to ensure that you are not disturbed during, or at the end of, the examination.

iPods, mobile phones, MP3/4 players, smartwatches and any other potential technological/web enabled devices are not allowed in the examination room. If you do bring a device into the examination room, you must switch it off and place it in your bag, as instructed by the invigilator.

Please listen to all announcements by the invigilators and ensure that you have received the correct question paper before you start your examination. Only transparent pencil cases will be allowed on your desk. The Examinations Officer is required to report any suspected breach of regulations to the awarding body. In the case of suspected malpractice, you will have the right to include a report.

Examination Results / Certificates:
Examination results and certificates are sent to your home address unless otherwise instructed by your School. If you change address, please send confirmation to the Campus Administration Office. Arrangements will be made to have your record updated. The College cannot be responsible for replacement of certificates if a change of address has not been submitted.

Results are sent to your home address to arrive on the examination board’s official result date.

If they are not received at the same time, certificates will be sent to you as early as possible. GCSE/AS/A2/GCE certificates are received from the examination board at the end of October each year and will be sent out in November.

Complaints:
If you have any concerns about your examinations experience, you should contact the Examinations Officer on the relevant Campus. All complaints and issues will be dealt with in a professional, confidential manner and investigated to obtain a satisfactory solution for all concerned. Outcomes and recommendations made will be considered within the Examinations Service at review stages.

Did you know...

- Some of Belfast Met’s famous Alumni includes: Eamonn Holmes OBE, Journalist and Broadcaster, Award winning restaurant Owner and Head Chef Niall McKenna (James Street South).
Promoting Equality & Diversity

Education is a fundamental right for everyone. Everyone has a right to study in a harmonious and welcoming environment. It is, therefore, important for everyone to access education regardless of social, economic, cultural, community background, genetic makeup or family situation.

Belfast Met aims to provide a supportive learning and working environment which demonstrates respect for, and acceptance of, difference, and where every individual is supported to achieve their full potential in an environment free from harassment, victimisation and illegal discrimination. Belfast Met also wants to prepare students for work in a diverse community and therefore it is essential that our environment promotes harmony, acceptance and understanding of different cultures and traditions.

What can I do to promote Equality and Diversity?

- Treat people as individuals - respect their beliefs and views even when they are different from your own;
- Treat other students and staff with respect and dignity at all times;
- Be patient with those who face daily challenges to access learning;
- Think about the language you use and make it as inclusive as possible;
- Constructively challenge questionable language, attitudes and behaviours if you believe someone is behaving or speaking inappropriately;
- Use inclusive images that portray people in a positive manner;
- Avoid labelling people and do not isolate or use inappropriate language or images of someone because of their sexual orientation, disability, religious/spiritual belief, etc. Such behaviours are unacceptable and could also be seen as harassment;
- Remember when organising culturally inclusive events that not everyone has the same views on alcohol;
- Behave in a manner that could not be considered offensive to other students, staff or the general public;
- Respect each other’s cultural practices and traditions - this includes food, clothing and spiritual/religious practice;
- Be open to learning more from others about their culture;
- Adhere to policies and procedures which help to create a harmonious learning environment;
- Adhere to the College’s Dress Code Policy and in particular do not wear clothing, display symbolism or use songs and slogans in support of Glasgow Rangers and Glasgow Celtic football teams;
- Participate where possible in training and cultural events that promote diversity;
- Make adjustments for the spiritual or special needs of other students or staff (within the confines of policies) and take account of this when organising events;
- Make sure that all information provided is as accessible as possible through the use of appropriate formats.

The Faith Room

Belfast Met embraces the religious and spiritual diversity of its student and staff community. We recognise that some faiths require religious observance and other ceremonial activities during College hours. To support this, the College has opened a Faith Room on the first floor of our Titanic Quarter campus. For students who wish to practise Wudu, there are special washing facilities available in the male and female toilets just along the corridor from the Faith Room.

Faith Room Guidelines:

- This room is to be used to provide individual reflective time and is not a lounge, study room, workroom, classroom or meeting room;
- Please tidy up before leaving this room and return any furniture to its original location. All personal materials are to be removed from the room after use and the provided religious and humanist literature returned to the bookcase respectfully after use;
- Please do not fix anything to the walls;
- No food or drinks are allowed in the room;
- In the interests of Health and Safety, please do not light candles or burn incense in the room at any time;
- In the interests of hygiene and out of respect for those whose religious practice is to prostrate themselves in prayer on the carpet, please remove your shoes at the door and leave them at the door inside the room until you leave.

Use of the Faith Room is based on the acceptance that:

- An attitude of support and welcome should be extended to all users;
- A peaceful and harmonious approach applies to all users and faith groups;
- All faiths and spiritual practices are of equal value;
- All users respect the belief and practices of other users;
- There should be no attempt to convert other users to a particular belief;
- All genders are entitled to pray on an equal basis;
- Wash facilities for the Faith Room are provided. Please be advised that no other areas should be used for washing.

For confidential disclosure, contact the Head of Student Support:

email: nualaboyle@belfastmet.ac.uk

Transgender Students

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 that which they were assigned at birth.

All students, full-time or part-time, must notify the College if they are transitioning. The College also has a duty of care to ensure all students are supported at all times.

Consequently, the student must advise the College as soon as possible before application or after enrolment, if they are changing their identity. We understand that the production of official documentation such as photographic identification and birth certificates might present a problem for trans students at enrolment and exam time so we 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.

ABLUTION—WUDU

The Faith Room is designed to be a welcoming and accessible space for people of all faiths and traditions and to provide a calm and welcoming environment to students, staff and visitors who need a break or time out from everyday life at the College. The room will be open from 8:00am until the building closes. Users of this facility will be from many culturally diverse backgrounds and therefore the basic guidelines set out below should be followed when using this facility. Please respect the requirement for a peaceful, reflective atmosphere in the Faith Room at all times.

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- There should be no attempt to convert other users to a particular belief;
- All genders are entitled to pray on an equal basis;
- Wash facilities for the Faith Room are provided. Please be advised that no other areas should be used for washing.
Transgender?

Let us know and we can help you (in confidence).

We can help and guide you from application to the College until your final exams. Only those who need to know that you are transgender will be advised. You will be advised if other people need to know and you can indicate if you are happy with this. The support that you require may depend on where you are in the transition process, and the course that you wish to pursue. Remember that we are here to help and support you.

Why should you tell us?

We can help you with:-

- the enrolment process (as photographic identification is required for all full time students);
- Course requirements (such as work placements);
- Access NI checks;
- Access to College services;
- time out for appointments/surgery etc;
- other learning supports which you may require whilst in the college: or
- Examinations and exam certificates.

For further information visit:
www.belfastmet.ac.uk/life-at-the-met/students-support

Confidential Disclosure process

- Always apply/enrol for a course in your new identity before you notify the College that you are transgender;
- Email nualaboyle@belfastmet.ac.uk using the template letter found on our website at: www.belfastmet.ac.uk/life-at-the-met/students-support
- You will be provided with a named contact person who will contact you within 5 working days of receipt of the letter to arrange an informal chat. The purpose of the informal chat 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;
- 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;
- For part time students – complete and send in the disclosure letter under the student support section of our website. You will be provided with assurance that your details have been changed and you can opt to have additional support should that be required;
- If you are concerned about the level of support you are receiving you should email nualaboyle@belfastmet.ac.uk.

Please Note:

Examination Certificates will automatically be produced in the name you provide us at enrolment. If you inform us of your change in details during the academic year we will inform the exam board however, we cannot promise that the exam board will make the change in time. Changes may also be difficult if the exam board have your details from a previous examination.

You need to contact the awarding bodies to change exam certificates issued to you previously. Exam Boards normally charge a fee for this service.

If you are in receipt of EMA you must notify the appropriate authority of your change in identity (click on the NI Direct website).

Your Unique Learner Number (ULN) already provided to some students, will also be affected. You must notify the appropriate authority about this change.

The College treats all its students with respect and dignity however, should you have any concerns you can raise them with your personal tutor. We also have a Student Code of Conduct and would encourage you to raise any breaches of this Code with your personal tutor. The Code can be found under Policies and Procedures on our Website.
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 any unspent criminal convictions. 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. Both forms are available on the website www.belfastmet.ac.uk/life-at-the-met/students-support/ or by contacting the Safeguarding Administrator Tel: 028 9026 5125. The instructions on the form 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 enhanced 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 Tel: 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 the criminal convictions disclosure form. The college’s student criminal disclosures process is outlined below:

**Student Criminal Disclosures Process**

1. Applicant completes a Belfast Met course application form
2. Applicant identifies, when completing the form, that because they have a criminal record, they must complete either a Belfast Met Criminal Offence Disclosure Form or a Belfast Met Enhanced Criminal Offence Disclosure Form
3. The College requests the applicant’s permission to contact Probation Services or another External Agency to independently verify their criminal background. In certain circumstances where this is not possible, references are requested.
4. Once feedback has been received from the external organisation, a Belfast Met Safeguarding Panel will conduct a risk assessment to determine the suitability of the applicant to study at the College
5. The Safeguarding Panel makes a decision on the applicant’s suitability for admission to a particular course
6. Applicant is advised of the Panel’s decision.
7. When assessed appropriate to do so, the application is placed on ‘CALL A MANAGER/STOP’ in the admissions and enrolment process
8. If an applicant is deemed suitable to attend the College, the ‘CALL A MANAGER/STOP’ flag is removed and their application can proceed through the admissions and enrolment process.

What our students say...

“"You have helped me get a second chance in life and hopefully I can keep striving forward to success”"
Student Code of Conduct

The following set of guidelines are intended to create a College environment which enables you and all other students to be successful in safe and friendly surroundings. Our neighbours and work placement providers are also part of the larger College community, and deserve the same respect.

Purpose and scope of this policy
• Belfast Met aims to provide a safe, inclusive, disciplined and healthy environment in which learning can take place unimpeded by the unsatisfactory conduct or academic performance of others. The College also aims to ensure that its interests, reputation, staff, students and visitors are protected from the unsatisfactory conduct of other students. In support of these objectives Belfast Met has published this Code of Conduct.
• The Code applies to all students of the College from the moment of enrolment through to the completion of their course of study.
• The Code imposes mandatory standards of conduct in relation to all activities engaged in, and all services or facilities enjoyed by students anywhere within the precincts of the College. For the purpose of this Code a student is defined as being within the ‘precincts of the College’ when they are on College campuses or living in accommodation as a student of Belfast Met.
• The Code also imposes mandatory standards of conduct in relation to all activities of students wherever they may take place, where there is deemed to be a sufficient connection between the student’s activity and the wellbeing, interests or reputation of the College, its staff, students or visitors.
• It is a condition of enrolment that each student undertakes to comply with both the letter and the spirit of the Code. This compliance remains a condition of continued enrolment at the College.

Obligations of students
Students must –
• Abide by the student Code of Conduct;
• Abide by the undertakings given in their Application and Enrolment Forms and any related documents;
• Be respectful, polite and courteous to all staff, students and visitors;
• Respect differences in relation to gender, race, nationality, ethnic origin, disability, sexual orientation, religion, belief, age, political opinion, dependants, marital status and class;
• Respect and take reasonable care in relation to the property of the College, its staff, students or visitors;
• Carry their identity card at all times whilst on College premises or on business or activities connected with the College;
• Familiarise themselves and comply with the College’s health and safety policy;
• Familiarise themselves and comply with the College’s Student Policies;
• Familiarise themselves and comply with the College’s IT Acceptable Usage policy;
• Drive courteously and carefully whilst on College premises, including in College car parks where speed limits must be observed;
• Maintain satisfactory standards of academic performance as set by their tutors;
• Keep mobile telephones and other electronic equipment to silent or turned off whilst in class;
• Not take food or drink into classrooms and other prohibited areas;
• Not bring animals on to College premises, with the exception of assistance dogs;
• Not smoke on College premises - this includes electronic cigarettes;
• Avoid causing any nuisance by the use of mobile telephones, personal radios or music players (including in-car equipment);
• Not park inappropriately in parking spaces designated for disabled persons or reserved for other persons;
• Avoid any anti-social behaviour in the neighbourhood of the College or nearby bus stops;
• Conduct themselves at all times in a manner which is in line with the College’s aims as set out in paragraph one.

Misconduct
Any breach of the Code may be the subject of disciplinary action. Disciplinary action may lead, in the case of serious or repeated breaches, to exclusion from the College. The following is a non-exhaustive list of examples of misconduct which would constitute a breach of the Code:
• Infringing any rules of the College, whether contained within this Code or otherwise;
• Failure to comply with any sanction previously imposed for a breach of this Code;
• Failure to sign and return any sanction imposed under the disciplinary procedure;
• Failure to adhere to the College’s criminal disclosure procedures;
• Aiding, abetting, counselling or procuring or inciting or conspireing with others to commit any breach of this Code;
• Failure to comply with the reasonable instruction of any member of the College staff;
• Behaving in a violent, indecent, disorderly, threatening, anti-social or offensive manner, or using offensive language;
• Behaving in a manner likely to cause injury or a risk of injury to health and safety;
• Behaving in a manner amounting, or likely to amount, to bullying or harassment, including bullying and harassment through the use of communication technologies. (The College defines harassment as any unwanted conduct which has the purpose or effect of (a) violating a person’s dignity, or (b) creating an intimidating, hostile, degrading, humiliating or offensive environment for that person);
• Behaving in a manner amounting, or likely to amount, to discrimination on grounds of race, nationality, ethnic or national origin, colour, religion or belief, gender, marital status, sexual orientation, gender reassignment, disability, political opinion, age or any other improper criterion;
• Stealing or otherwise obtaining any property, money or advantage by deception;
• Causing damage to, or defacement of, or misappropriation or unauthorised use or misuse of, any property or equipment of the College;
• Making any statement or publishing or broadcasting any information or opinion (including expressing orally, in writing, in images or by sign or other visible representation, including electronically) which is prejudicial, threatening, abusive, insulting or offensive or constitutes harassment or makes others fear violence;
• Obstructing, frustrating or disrupting any lecture, class or other instruction, or any laboratory work, or any examinations, or any meeting or other function (including social or sporting activities) authorised to take place within the College;
• Obstructing, frustrating or disrupting the conduct of the administrative work of the College or its public or official functions, activities or legal duties;
• Interfering with or impeding any employee, student or visitor of the College in going about any activity or business for which they are lawfully entitled or preventing them from seeking entry to or exit from the College;
• Failing to disclose their name and other relevant details or to show an identity card to an officer or employee of the College upon reasonable request;
• Interfering with any mechanical, electrical or other property, services or installations within the College;
• Making or distributing photographic, video or audio recordings of members of staff, students or visitors of the College without their permission;
• Using or knowingly possessing within the precincts of the College, or whilst taking part in any College activity, any controlled drug defined in current legislation;
• Being in possession within the precincts of the College, or whilst taking part in any College activity, of any ‘weapon’, defined as being ‘any article made or adapted for use to cause injury to the person, or intended by the person having it with him for such use’;
• Being in possession of, within the precincts of the College, or whilst taking part in any College activity, alcohol, except where permission has expressly been given in writing in advance by the Director;
• Forgery, falsification or misuse of the College’s name or any College record or document, or knowingly making any false statement or being party to impersonation in relation to any academic examination or assessment or College administrative function or service;
• Breach of copyright, plagiarism, copying the work of others or any other form of cheating in work, tests or examinations;
• Misuse of social media, leading to reputational damage to the college;
• Making False, frivolous, malicious, mischievous or vexatious complaint.
• Refusing to make any payment due to the College;
• Refusing to make any payment, or to comply with any direction or restriction (subject to any right of appeal applicable) imposed by the Librarian in respect of the use of Library facilities;
• Gambling on College premises;
• Disposing of litter inappropriately;

IT, Internet and Social Media

Users of Belfast Met IT and internet facilities must behave appropriately towards other users and the facilities. Students should adhere to their obligations in line with the College’s IT Acceptable Usage Policy.

In particular, students must not use College facilities to create, display, produce, store, circulate obscene or pornographic material or any material which may be deemed offensive in any form or medium.

The personal use of the internet by College students must be tempered by an awareness of the potential conflicts that may arise.

On Social Networking sites, students should be mindful that the information they disclose does not bring the College into disrepute.

It may not be appropriate to share Belfast Met related photographs, comments and videos. Offensive comments about the College itself, or about staff, fellow students and / or other stakeholders may be deemed a disciplinary offence.

To this end, students:
• Should not engage in activities on the Internet which might bring the College into disrepute;
• Should act in a transparent manner;
• Should not use the Internet in any way to attack or abuse staff, fellow students and / or other stakeholders; and,
• Should not post derogatory or offensive comments on the Internet. This may amount to cyber-bullying and could be deemed a disciplinary offence
• Should not post on social media, joking or flippant comment that taken out of context by officials could have grave and far reaching consequences for themselves and others.

The mechanism for dealing with alleged breaches of this Student Code of Conduct is set out in the College’s Student Disciplinary and Malpractice Policy Document. Students are warned that any breach of this Student Code of Conduct may result in expulsion from the College and/or in the involvement of the Police.

Belfast Met’s Student Charter

Belfast Met aims to provide outstanding education to all of our students delivered in an atmosphere of respect for all. This charter sets out what you can expect as a student of the College and also what the College expects from you in order for us to ensure that your learning objectives are met. Learning is a two way partnership between the student and staff of our College.

What prospective students can expect from the College:
• Provision of an admissions and enrolment service to ensure that the transition into Belfast Met is fair and equitable and transparent;
• Provision of informed, impartial support and timely guidance to enable you to choose a programme of study that suits your ability and aspirations;
• To be treated with equity and respect at all times regardless of ethnic origin, religious beliefs, political opinion, age, gender, marital status, sexual orientation, disability etc;
• Advice on the support services available to meet any additional support needs you may have or to enable you to overcome barriers to your education and learning.

On joining the course, students can expect access to the following information and facilities:
• A comprehensive induction to the College services, resources, policies and procedures, and your programme of study;
• Course information/handbook;
• Outline of student support services/student support handbook;
• A Personal Tutor who will advise you on pastoral care information (full-time students only);
• Regular feedback on your progress from your course tutor;
• Study support, libraries and resource based learning;
• Guidance on how to make a complaint;
• Opportunities to give feedback on the quality of teaching and other services;
• Opportunities to access work experience/ placement and industry visits where appropriate.

What the College expects from you:
• Students are expected to engage fully in our shared educational experience and take responsibility for their own learning;
• Students are expected to adhere to the Student Code of Conduct;
• 100% attendance and punctuality;
• International students who have a student visa have additional attendance requirements as part of their visa conditions which allows them to stay in the UK;
• Students who require access to the Faith Room must do so outside of allocated class time;
• The College operates a no smoking policy on all its sites. Students must comply with this and keep the College smoke free. This includes electronic cigarettes;
• Students are expected to comply with College Health and Safety requirements;
• Completion of all coursework and assignments in line with set deadlines;
• Students are required to wear Belfast Met student identity cards at all times whilst on College premises or on business or activities connected with the College;
• Where appropriate, students must pay course fees, examination fees or residential costs associated with their course of study. If an employer, managing agent or Student Finance NI is paying your fees, you must have a letter or some proof of payment responsibility;
• Students must declare any unspent criminal convictions (or for some courses all criminal convictions) through the College’s criminal convictions process;
• Students are expected to act with respect and dignity to others regardless of their background or cultural identity;
• Students should familiarise themselves with the College’s Student Policies. Breach of these policies could result in disciplinary action. All student policies can be found on the College website.

College staff will:
• Provide you with a learning experience in a safe, clean and caring environment;
• Be well prepared, approachable, and use stimulating teaching methods;
• Give guidance on assessment and homework provision;
• Make reasonable adjustments approved by the College to facilitate your learning;
• Provide opportunities to ensure that your views and feedback inform and direct College improvements;
• Treat your personal information with confidentiality and in accordance with current legislation, the Data Protection Act, GDPR, the Freedom of Information Act.

During and on completion of your course you will receive:
• A clear and comprehensive record of your achievements within a specified time period. This might take the form of awarding body certification, notification of grades or feedback from the course tutors;
• Guidance on opportunities for progression;
• Appropriate opportunities to prepare for job applications and interviews.
Complaints

It is hoped that we will be able to resolve any complaint through the complaints procedure. If the customer remains dissatisfied with the outcome they have the right to raise the matter with the Northern Ireland Ombudsman’s Office (in his/her role as Commissioner for Complaints).

The customer can complain to the Ombudsman; however, the Ombudsman will normally only consider a complaint after it has been managed in accordance with the College’s Customer Complaints Policy. Contact details for the Ombudsman are:

Northern Ireland Public Services Ombudsman
Progressive House
33 Wellington Place
Belfast
BT1 6HN

Request for alternative formats

Requests for the provision of all or part of this document in alternative formats (e.g. Braille, Daisy, large print, audio, computer disc or alternative languages) will be considered. To submit a request, contact Nuala Boyle or Jennifer Campbell.

Contact us

Email: nualaboyle@belfastmet.ac.uk or jennifercampbell@belfastmet.ac.uk

Disclaimer

Belfast Met has made every effort to ensure that the information contained in this publication is accurate and up-to-date.

The College cannot accept responsibility for any errors, omissions or ambiguities and reserves the right to revise, alter, discontinue or cancel courses once they have commenced. Please note that courses are delivered in English (unless otherwise stated). The location referenced may be the primary location and you may have to attend an alternative Campus.

The information contained within this document is accurate as of July 2018.

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 all levels of academic, vocational and leisure courses which we provide.

If you have any ideas or suggestions that could improve your student support services, we would like to hear from you.

Contact us

Tel: 028 9026 5054 or Email: nualaboyle@belfastmet.ac.uk.

Other Ways to Have Your Say

• 1. Become a Student Rep
• 2. Participate in your programme’s Staff Student Consultative Committee
• 3. Get elected onto the Student Council
• 4. Complete the twice annual Student Survey (October and April)
• 5. Complete the National Student Survey (final year Higher Education students only)
• 6. Feed into College committees and working groups

Useful College Numbers

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<th>Name</th>
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<td>Student Finance</td>
<td>028 9026 5183/5172</td>
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<td>Students’ Union</td>
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<td>Student Wellbeing</td>
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| Libraries                 | Titanic Quarter Campus - 028 9026 5072  
                          | Millfield Campus - 028 9026 5334  
                          | Castlereagh Campus - 028 9026 3476 |
| Examinations              | Titanic Quarter Campus - 028 9026 5104  
                          | Millfield Campus - 028 9026 5487  
                          | Castlereagh Campus - 028 9026 3130 |
| College Switchboard       | 028 9026 5000                   |
| IT Support                | 028 9026 5111                   |
| Safeguarding              | Millfield Campus - 077 7322 5098  
                          | Titanic Quarter Campus - 079 1867 7177  
                          | Castlereagh Campus - 077 1109 1152 |
| Inspire Counselling       | 0808 800 0032                   |
| Lifeline                  | 0808 808 8000                   |
| Lighthouse                | 028 9075 5070                   |
| Belfast Samaritans        | Freephone - 116 123 or 028 9066 4422 |
| HYPE Clinic               | 028 9504 0317                   |
| Cancer Focus - Stop Smoking Support | 028 9066 3281               |
| ASCERT                    | 0800 254 5123                   |
### Year Planner 2018/2019

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### Year Planner 2018/2019

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### Amazing Food

- **The Scullery**
  - Relive the nostalgia of industrial Belfast in The Scullery. Remember the flavours of our traditional fare. Enjoy memories of home grown, locally sourced produce served in relaxed surroundings in an atmosphere that evokes the craic, memories and experiences of Belfast in years gone by.
  - Serving great value lunch, starters £2, mains £4, desserts £2

- **The Yard**
  - Serving smoothies, granola, freshly baked breads, pastries and daily specials.
  - Relax with homemade pastries, catch up with emails on window benches with an informal treat, graze on the comfy couches or chill out with a group of friends and enjoy the treats from our award winning professional cookery and pastry Chefs.

- **Linen Lounge**
  - Food exactly as you imagine from a Culinary training ground and service that ensures our customers will have a fantastic experience while enjoying flavours from award winning local producers.
  - Twilight Fridays- Enjoy a bottle of wine, charcuterie and cheese platter with homemade breads and chutneys £20 for 2. Visit our Facebook page for dates.

---

At Belfast Met’s Titanic Quarter Campus, 7 Queens Road Belfast BT1 3DT. Fully Licensed. Booking not essential but recommended. To book please call: 028 9026 5170 or email linenloungebookings@belfastmet.ac.uk
Urban Escape boasts spacious and attractive salons equipped to the highest industry standards, and offers high street pampering experiences at affordable prices. Spa facilities include a sauna, jacuzzi, steam room, dry flotation tank, and spray tanning booth. Students working in the salons are supervised by qualified tutors with extensive industry experience.

Hairdressing

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<tr>
<th>Service</th>
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<td>Wash &amp; Blow Dry</td>
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<td>Curly Blow Dry</td>
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<td>Cut &amp; Blow Dry</td>
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<td>Fringe Trim</td>
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The Barber Shop

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Beauty Treatments

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<tr>
<td>Chin Wax</td>
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<tr>
<td>Lip &amp; Chin Wax</td>
<td>£6.00</td>
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<tr>
<td>Half Leg Wax</td>
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<tr>
<td>3/4 Leg Wax</td>
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<td>Full Leg Wax</td>
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<td>Full Leg &amp; Bikini Wax</td>
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<tr>
<td>Bikini Wax (standard)</td>
<td>£16.00</td>
</tr>
<tr>
<td>Tinting, Lashes &amp; Makeup</td>
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</tr>
<tr>
<td>Eyebrow Tint</td>
<td>£4.00</td>
</tr>
<tr>
<td>Eyelash Tint</td>
<td>£6.00</td>
</tr>
<tr>
<td>Individual Lashes</td>
<td>from £6.00</td>
</tr>
<tr>
<td>Strip Lashes</td>
<td>from £6.00</td>
</tr>
<tr>
<td>Makeup Application</td>
<td>from £6.00</td>
</tr>
</tbody>
</table>

Tinting, Lashes & Makeup

<table>
<thead>
<tr>
<th>Service</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eyebrow Tint</td>
<td>£4.00</td>
</tr>
<tr>
<td>Eyelash Tint</td>
<td>£6.00</td>
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<td>from £6.00</td>
</tr>
<tr>
<td>Strip Lashes</td>
<td>from £6.00</td>
</tr>
<tr>
<td>Makeup Application</td>
<td>from £7.00</td>
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</tbody>
</table>

Body

<table>
<thead>
<tr>
<th>Service</th>
<th>Price</th>
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</thead>
<tbody>
<tr>
<td>Back Massage</td>
<td>£6.00</td>
</tr>
<tr>
<td>Full Body Massage</td>
<td>£9.00</td>
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<tr>
<td>Aromatherapy Full Body Massage</td>
<td>£11.00</td>
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<tr>
<td>Hot Stone Full Body Massage</td>
<td>£11.00</td>
</tr>
<tr>
<td>Indian Head Massage</td>
<td>£7.00</td>
</tr>
<tr>
<td>Reflexology</td>
<td>£9.00</td>
</tr>
<tr>
<td>Ear Candling Treatment</td>
<td>£9.00</td>
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<tr>
<td>Body Electrics</td>
<td>from £11.00</td>
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</table>

Spa

<table>
<thead>
<tr>
<th>Service</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spa packages available from £10</td>
<td></td>
</tr>
</tbody>
</table>

Hair & Beauty Cards

BOOKING IS ESSENTIAL
Tel: 028 9026 5012
or email: UrbanEscapeTechnicians@belfastmet.ac.uk
Follow on Facebook @Urban Escape at Belfast Met

Loyalty Scheme

Pick up a Café Met and Costa Loyalty Card at Titanic Quarter, e3 Springvale or Castlereagh campuses.

Follow us for offers, promotions and non term-time opening times on:
Facebook - @cafe_met belfast
Twitter - @cafe_met
Instagram - cafe_met

Serving tasty Breakfast snacks & delicious range of freshly baked pizza, panini & sandwich offers throughout the day.

Titanic Quarter Campus:
Monday – Thursday: 8.30am – 8pm (Term-time)
Friday: 8.30am – 4pm

e3 – Springvale Campus
Monday – Friday: 8.30am – 3pm

Castlereagh Campus
Monday – Friday: 8.30am – 2pm

You Said, We Did

We really value your feedback so please complete a Comment Card and post in the Comments Box located in Café Met to let us know about your experience and suggestions. We will do our best to respond to your feedback and implement your ideas where possible. Check out the “You said, We Did” notice board at your Campus.
Term Dates 2018-2019

**Autumn Term:**
Monday 3 September – Friday 21 December 2018

**Half Term Break:**
Monday 29 October – Friday 2 November 2018

**Spring Term:**
Monday 7 January – Friday 12 April 2019

**Half Term Break:**
Monday 11 February – Friday 15 February 2019

**Summer Term:**
Monday 29 April – Friday 21 June 2019