

# 2026-2027 STUDENT HANDBOOK

**MAKE IT AT** THE MET



[belfastmet.ac.uk](https://belfastmet.ac.uk)



# Welcome

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

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

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

## **DISCLAIMER**

Belfast Met has made every effort to ensure the accuracy of this publication. The information it contains is accurate as of August 2026.

## **ALTERNATIVE FORMATS**

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

[CorporateDevelopment@belfastmet.ac.uk](mailto:CorporateDevelopment@belfastmet.ac.uk).

# Student Handbook Contents

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# Careers & Employability Service

## WHAT WE DO

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

## WE OFFER:

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

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



**Belfast Met Careers Service**



**@careersbmet**



| Careers and Employability Service term time hours<br>(Opening times may vary depending on staff availability)                                                                                 |                                                                                                                                                                                               |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                             | <b>Titanic Quarter Campus</b><br>Careers Resource Area, Level 2, Room 60<br>Monday - Friday 9:00am - 12:00pm and 1:00pm - 4:00pm<br>Contact us to book an appointment with a Careers Adviser. |
|                                                                                                            | <b>Millfield Campus</b><br>Building 1, Level 2, Room 21B<br>Monday - Friday 9:00am - 12:00pm and 1:00pm - 4:00pm<br>Contact us to book an appointment with a Careers Adviser.                 |
|                                                                                                            | <b>Castlereagh Campus</b><br>Contact us to book an appointment with a Careers Adviser.                                                                                                        |
|                                                                                                            | <b>e3 and Outreach Buildings</b><br>Contact us to book an appointment with a Careers Adviser.                                                                                                 |
| <b>Email: <a href="mailto:careers@belfastmet.ac.uk">careers@belfastmet.ac.uk</a><br/>or call: 028 9026 5066</b>                                                                               |                                                                                                                                                                                               |
| <b><a href="http://www.belfastmet.ac.uk/life-at-the-met/students-support/careers-and-employability/">www.belfastmet.ac.uk/life-at-the-met/students-support/careers-and-employability/</a></b> |                                                                                                                                                                                               |

# Inclusive Learning



## WHAT WE DO

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

To access our services, students must:

- Complete a Learning Support Referral Form (LS1)
- Provide evidence of their condition(s)
- Meet with Inclusive Learning staff for an assessment
- Adhere to exam access arrangements guidelines and deadlines

### Inclusive Learning Service term time hours

|                                                                                     |                                                                                                          |
|-------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|
|    | <b>Titanic Quarter Campus</b><br>Level 2, Room 62<br>Monday – Friday 9:00am - 4:00pm                     |
|    | <b>Millfield Campus</b><br>Building 1, Level 2, Room 14<br>Monday – Friday 9:00am - 4:00pm               |
|  | <b>Castlereagh Campus</b><br>Building 5, Student Support Hub<br>Email or phone us to book an appointment |
|  | <b>e3 Campus</b><br>Level 1, Meeting Room 4<br>Email or phone us to book an appointment                  |

#### How to contact us:

Email: [inclusivelearning@belfastmet.ac.uk](mailto:inclusivelearning@belfastmet.ac.uk) or call: 028 9026 5097

[www.belfastmet.ac.uk/life-at-the-met/students-support/inclusive-learning-development/](http://www.belfastmet.ac.uk/life-at-the-met/students-support/inclusive-learning-development/)

## JAM CARD

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

To order a plastic card, call 028 9043 6400.

For more information about the JAM Card, visit: [www.jamcard.org](http://www.jamcard.org).



# Student Funding

## WHAT WE DO

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

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

For more information about these funds, please see our webpage noted in the table below.

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

| Student Funding term time hours<br>(Opening times may vary depending on staff availability)                                                                        |                                                                                                                                                                |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                   | <b>Titanic Quarter Campus</b><br>Level 1, Room 29<br>Monday – 9:00am – 12:00pm and 1:00pm – 4:00pm<br>Thursday – 9:00am – 12:00pm and 1:00pm – 4:00pm          |
|                                                                                 | <b>Millfield Campus</b><br>Building 1, Level 2, Room 21B<br>Tuesday – 9:00am – 12:00pm and 1:00pm – 4:00pm<br>Wednesday – 9:00am – 12:00pm and 1:00pm – 4:00pm |
|                                                                                 | <b>Castlereagh Campus</b><br>Email or phone us to book an appointment                                                                                          |
|                                                                                 | <b>e3 and Outreach Buildings</b><br>Email or phone us to book an appointment                                                                                   |
| Email: <a href="mailto:studentfunding@belfastmet.ac.uk">studentfunding@belfastmet.ac.uk</a><br>or call: 028 9026 5183                                              |                                                                                                                                                                |
| <a href="http://www.belfastmet.ac.uk/life-at-the-met/students-support/student-finance/">www.belfastmet.ac.uk/life-at-the-met/students-support/student-finance/</a> |                                                                                                                                                                |

# Students' Union

## WHAT WE DO

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

## WE OFFER:

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

You can get updates on SU activities on Canvas, Facebook and Instagram [@belfastmetsu](#).  
You can follow us on TikTok through [@metsu5](#).

| Students' Union Service term time hours<br>(Opening times may vary depending on staff availability)                                                              |                                                                         |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|
|                                                                                 | <b>Titanic Quarter Campus</b><br>Students' Union Area, Level 1, Room 43 |
|                                                                               | <b>Millfield Campus</b><br>Building 1, Level 2, Room 20                 |
|                                                                               | <b>Castlereagh Campus</b><br>Building 5, Student Support Hub            |
| How to contact us – email: <a href="mailto:studentsunion@belfastmet.ac.uk">studentsunion@belfastmet.ac.uk</a><br>or call: 028 9026 5053                          |                                                                         |
| <a href="http://www.belfastmet.ac.uk/life-at-the-met/students-support/students-union/">www.belfastmet.ac.uk/life-at-the-met/students-support/students-union/</a> |                                                                         |

# Centre for Student Wellbeing

## WHAT WE DO

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

## WE OFFER:

- Individual wellbeing assessments
- Signposting and referral to the College’s student support services
- Signposting and referral to specialist external agencies
- Support when you need to discuss matters with your tutors
- Health and wellbeing awareness programmes and workshops
- Student wellness weekly cross-campus clinics

| Centre for Student Wellbeing Service term time hours<br>(Opening times may vary depending on staff availability)                                                       |                                                                                                          |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|
|                                                                                       | <b>Titanic Quarter Campus</b><br>Level 1, Room 46<br>Monday - Friday 9:00am - 4:00pm                     |
|                                                                                      | <b>Millfield Campus</b><br>Building 1, Level 2, Room 14<br>Monday - Friday 9:00am - 4:00pm               |
|                                                                                     | <b>Castlereagh Campus</b><br>Building 5, Student Support Hub<br>Email or phone us to book an appointment |
|                                                                                     | <b>e3 Campus</b><br>Main Building, Level 1, Meeting Room 4<br>Email or phone us to book an appointment   |
| How to contact us – email: <a href="mailto:centre4wellbeing@belfastmet.ac.uk">centre4wellbeing@belfastmet.ac.uk</a><br>or call: 028 9026 5108                          |                                                                                                          |
| <a href="http://www.belfastmet.ac.uk/life-at-the-met/students-support/student-wellbeing/">www.belfastmet.ac.uk/life-at-the-met/students-support/student-wellbeing/</a> |                                                                                                          |





# Student Counselling

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

## Freephone telephone support line

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

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

## LENA STUDENT SUPPORT HUB



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

Visit us at: [www.lenasupporthub.com](http://www.lenasupporthub.com) and click through to the student support hub page.

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

For technical queries about the hub, please contact: [hubsupport@lenabyinspire.com](mailto:hubsupport@lenabyinspire.com).  
For general wellbeing queries, please contact the Student Wellbeing Team.

## Student Counselling service (times may vary)



### **Titanic Quarter Campus**

Counselling by appointment

Level 2, Room 57

Tuesday 10:00am – 4:00pm

Thursday 9:00am – 2:00pm



### **Millfield Campus**

Counselling by appointment

Student Support Hub, Building 1, Level 2, Room 15

Monday 9:30am - 2:30pm

Thursday 9:30am - 2:30pm

**How to contact us – email: [support@lenabyinspire.com](mailto:support@lenabyinspire.com)  
or call: 0808 800 0032**

**[www.lenasupporthub.com](http://www.lenasupporthub.com)  
and click through to the student support hub page**



# Safeguarding

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

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

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

Our fully trained team members follow up on safeguarding issues affecting students on any of our campuses. They provide emotional and practical support and can refer students to our Student Wellbeing Team for any extra support needed.



**To report a safeguarding concern, please:**

- **speak to any member of Belfast Met staff or**
- **email: [safeguarding@belfastmet.ac.uk](mailto:safeguarding@belfastmet.ac.uk) or**
- **phone: 028 9026 5019**

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

[www.belfastmet.ac.uk/life-at-the-met/students-support/safeguarding/](http://www.belfastmet.ac.uk/life-at-the-met/students-support/safeguarding/)



# Staying Safe

## GET HOME SAFELY

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

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

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

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### Make sure you protect yourself and your friends by:

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

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### Looking after your accommodation:

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

# Looking after your Health and Wellbeing

## HYPE CLINIC

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



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

| HYPE drop-in clinics during term time |                                                                                     |
|---------------------------------------|-------------------------------------------------------------------------------------|
|                                       | <b>Titanic Quarter Campus</b><br>Level 2, Room 59<br>Monday 10:00am - 12:00pm       |
|                                       | <b>Millfield Campus</b><br>Building 1, Level 4, Room 7<br>Tuesday 10:00am - 12:00pm |

## ASCERT – DRUGS AND ALCOHOL

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

For more information, visit: [www.ascert.biz](http://www.ascert.biz) or call: 0800 254 5123.



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## CANCER FOCUS - STOP SMOKING

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

For more information, contact Cancer Focus:  
email: [hello@cancerfocusni.org](mailto:hello@cancerfocusni.org) or phone: 028 9066 3281.

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



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## CARA - FRIEND

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

For more information, email: [youthsupport@cara-friend.org.uk](mailto:youthsupport@cara-friend.org.uk),  
call: 0808 8000 390 or

drop into the LGBTQI+ Centre at 23 - 31 Waring Street, Belfast, BT1 2DX.



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## COMMON YOUTH

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

For more information, visit: [www.commonyouth.com](http://www.commonyouth.com).

email: [hello@commonyouth.com](mailto:hello@commonyouth.com) or call: 028 9032 8866.



# Times of Difficulty

## ABUSE

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### Childline

Childline is a counselling service for under 18s. Freephone: [0800 11 11](tel:0800 11 11).

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### Domestic and Sexual Abuse Helpline

This freephone 24-hour helpline is open to anyone affected by domestic or sexual abuse in Northern Ireland.

To contact the Domestic and Sexual Abuse Helpline, phone: [0808 802 1414](tel:0808 802 1414).

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### Police Service of Northern Ireland

In an emergency, phone: [999](tel:999); otherwise, phone: [101](tel:101).

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### Rowan Centre

(Regional Sexual Assault Referral Centre for Northern Ireland).

To contact the Rowan Centre, phone: [0800 389 4424](tel:0800 389 4424).

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## ADDICTION

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### DAISY Drug and Alcohol Services

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



For more information, email: [info@start360.org](mailto:info@start360.org) or phone: [028 9043 5810](tel:028 9043 5810).

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### GamCare

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

For more information, visit: [www.gamcare.org.uk](http://www.gamcare.org.uk) or phone: [0808 8020 133](tel:0808 8020 133).

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## EMOTIONAL SUPPORT

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### Belfast Samaritans

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



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

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### Lena By Inspire Counselling

Lena's freephone support line is open 24 hours a day, 365 days a year. Call them free and confidentially on **0808 800 0032**.



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### Lifeline

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

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



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## HOUSING

### Housing Rights

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

visit: [www.housingrights.org.uk](http://www.housingrights.org.uk) or phone: **028 9024 5640**.



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### MACS Floating Support

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

For more information, email: [belfastfloatingsupport@macsni.org](mailto:belfastfloatingsupport@macsni.org) or phone: **028 9031 3163**.



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### Simon Community Northern Ireland

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

For more information, visit: [www.simoncommunity.org](http://www.simoncommunity.org) or phone: **0800 171 2222**.



# Your Health and Safety

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

If you have any concerns about health and safety, you can speak to your course tutor, contact the Health and Safety team via the campus Reception desk or email [healthandsafety@belfastmet.ac.uk](mailto:healthandsafety@belfastmet.ac.uk).

## Accident Reporting

If you have an accident on College premises or while on College business, you must complete an accident report form. These forms are available from your course tutor or from the campus Reception desk.

## Fire Safety

### If you discover a fire...

Sound the alarm and leave the building immediately.

### On hearing the fire alarm...

Leave the building immediately by the nearest available exit and go to the assembly point.

If you tell us that you need help to evacuate a College building safely in an emergency, we will draw up a Personal Emergency Evacuation Plan (PEEP) for you. If you need a PEEP, please speak to your course tutor.

To reduce the risk of fires, e-bikes and e-scooters are not permitted on College campuses.

Bikes are not permitted inside College buildings, as they will get in the way during an emergency evacuation.



## First Aid

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



## Smoking / Vaping

### Our campuses are smoke-free.

This means that smoking (including cigarettes, e-cigarettes or vapes, etc.) is not permitted inside College buildings or anywhere on the College grounds.

The charging of any smoking device (e.g. e-cigarettes, vapes etc.) is not permitted on College premises.



# Term Dates 2026-2027

| Belfast Met Term Dates 2026-2027 |                                                                             |
|----------------------------------|-----------------------------------------------------------------------------|
| Autumn Term                      | Tuesday 1 <sup>st</sup> September to Tuesday 22 <sup>nd</sup> December 2026 |
| Half Term                        | Monday 26 <sup>th</sup> October to Friday 30 <sup>th</sup> October 2026     |
| Spring Term                      | Wednesday 6 <sup>th</sup> January to Friday 19 <sup>th</sup> March 2027     |
| Half Term                        | Monday 8 <sup>th</sup> February to Friday 12 <sup>th</sup> February 2027    |
| Summer Term                      | Monday 5 <sup>th</sup> April to Friday 25 <sup>th</sup> June 2027           |



# Student Policies

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

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

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

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

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

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

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

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

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

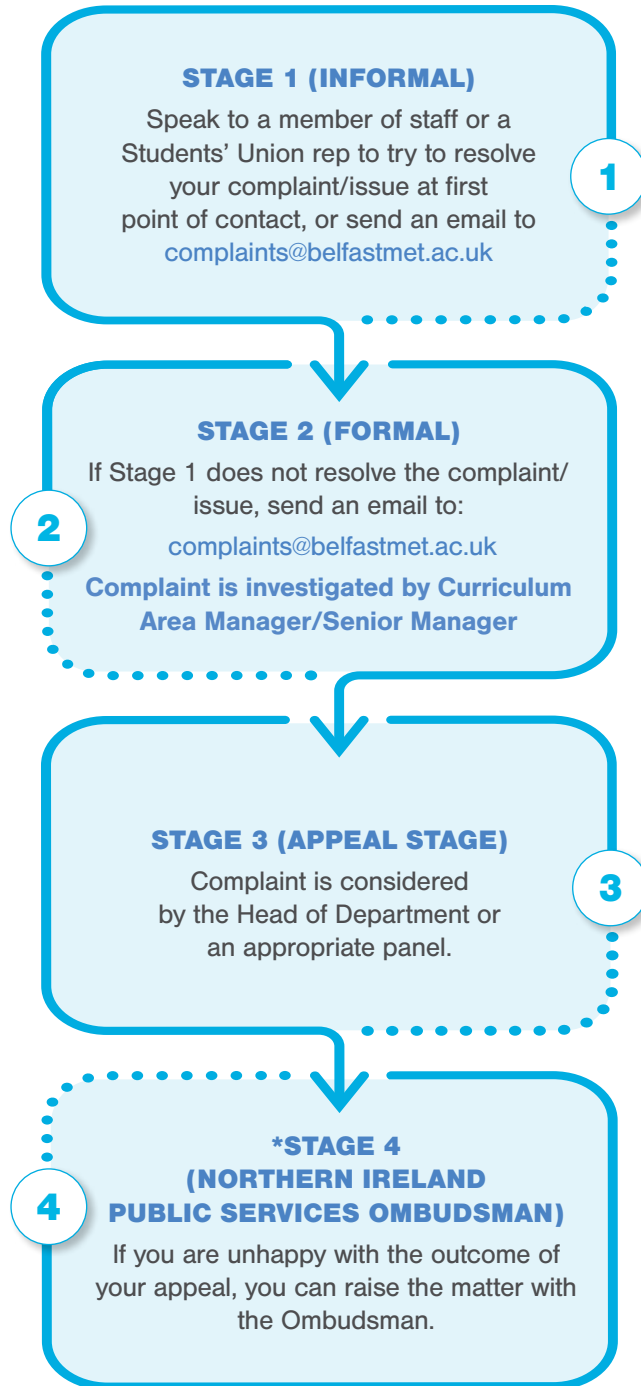
If you have a criminal conviction or ongoing legal proceedings, read our [Student Criminal Convictions Disclosure Policy](#) to find out whether you need to tell us about them.

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

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

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

# Complaints and Compliments Policy



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

# Avoiding Plagiarism

## WHAT IS PLAGIARISM?

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

## WHAT IS REFERENCING?

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

| What can students do to minimise the risk of plagiarism?                                                                                                                                                                               |                                                                                                                                                                                                                                                           |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                       | Use your own ideas and words in your work.                                                                                                                                                                                                                |
|                                                                                                                                                       | Keep a list of all the sources you used when researching or reading for your assignment. This may include websites, Artificial Intelligence (AI), books, e-books, online journals, radio or TV programmes, podcasts, vlogs, blogs and YouTube videos etc. |
|                                                                                                                                                     | Acknowledge the sources of any information, ideas or writing you have used in your work, including images, graphics, charts and media, i.e., clips, sounds, music etc.                                                                                    |
|                                                                                                                                                     | Do not repeat, copy and paste, paraphrase or summarise any information from the internet (including Artificial Intelligence or AI) or any other source in your work without referencing it.                                                               |
|                                                                                                                                                     | Attend a referencing skills tutorial or speak to your lecturer for advice on referencing.                                                                                                                                                                 |
| For more information, see your programme’s Canvas site, the Plagiarism/Academic Misconduct section of your Programme and Specification handbook or the referencing resources and tools section of the Belfast Met Library Canvas site. |                                                                                                                                                                                                                                                           |

## Turnitin

The College may use Turnitin software to check students' assignments for plagiarism. Please ask your lecturer for more details on Turnitin and its use on your programme of study.

### OCR Guide to Referencing

[www.ocr.org.uk/images/168840-the-ocr-guide-to-referencing.pdf](http://www.ocr.org.uk/images/168840-the-ocr-guide-to-referencing.pdf)

### BTEC Centre Guide to Plagiarism

[BTEC Centre Guide to Plagiarism](#)

## Use of Artificial Intelligence (AI)

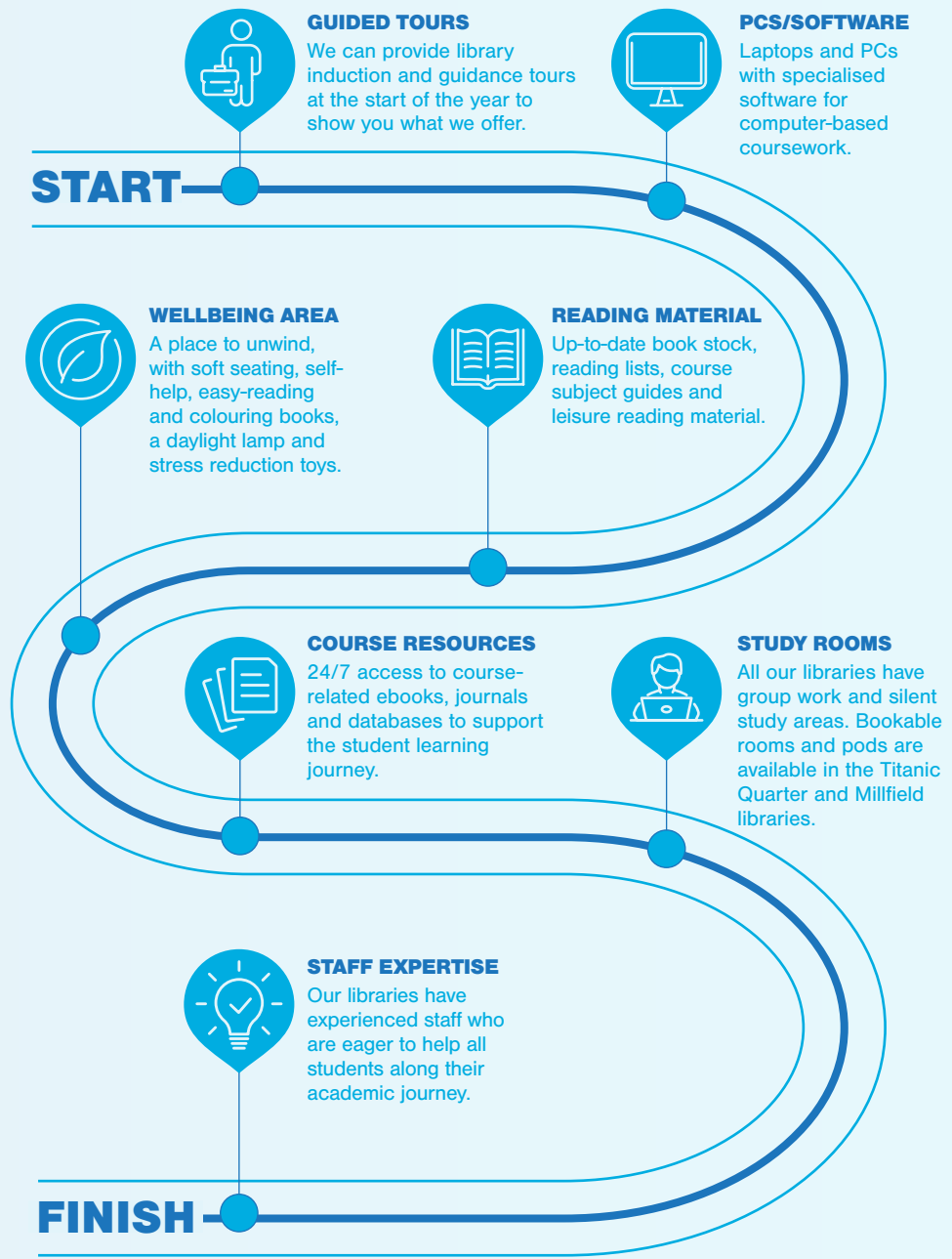
The College has produced guidance for students on the use of AI in teaching, learning and assessment.

The student guidance in the use of AI document is available in the policies and procedures section of our Public Documents webpage:

[www.belfastmet.ac.uk/about-us/corporate-information/public-documents](http://www.belfastmet.ac.uk/about-us/corporate-information/public-documents)



# Library and Information Services



Free Wi-Fi, printing, photocopying and scanning facilities.



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



**Titanic Quarter Campus**

Level 3/4

Monday 8:30am - 6:00pm

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

Friday 8:30am - 4:00pm

Tel: 028 9026 5072



**Millfield Campus**

Building 1, 1st Floor

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

Thursday 8:30am - 6:00pm

Friday 8:30am - 4:00pm

Tel: 028 9026 5334



**Castlereagh Campus**

Block 3, Ground Floor

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

Friday - closed

Tel: 028 9053 3125

**How to contact us - email: [library@belfastmet.ac.uk](mailto:library@belfastmet.ac.uk)  
or phone the number above.**

**[www.belfastmet.ac.uk/life-at-the-met/library-services/](http://www.belfastmet.ac.uk/life-at-the-met/library-services/)**





# IT Support Services

## WHAT WE DO

The IT team works hard to keep all IT systems operating correctly across the College. You can contact us on [028 9026 5111](tel:02890265111) during office hours for help with using any of our IT systems.

## FAQs

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

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

### Q. What length does my password need to be?

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

### **Q. How do I reset my password?**

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

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

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

### **Q. What is Multi-Factor Authentication?**

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

### **Q. How do I print my assignments in College?**

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

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

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

Other software is available with a student discount from: [www.software4students.co.uk](http://www.software4students.co.uk). For student discounts on computer hardware, please visit: [www.myunidays.com](http://www.myunidays.com).



# Campus Services

## WHAT WE DO

Call in to the Campus Services office to:

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

Remember to let the College know about any changes to your personal information during the year. If the information we hold is out of date, we may not be able to get in touch with you, and letters and certificates may be sent to the wrong address.

The Campus Services office can update the personal information on your student record for you, including:

- Your telephone number
- Your email address
- Your home address
- The contact details of your next of kin or your ICE (in case of emergency) contact

To tell us about the changes, you can call into your Campus Services office, phone us on [028 9026 5265](tel:02890265265), or email [studentportal@belfastmet.ac.uk](mailto:studentportal@belfastmet.ac.uk).

**Campus Services term time hours**  
(Opening times may vary depending on staff availability)

|                                                                                   |                                                                                                                              |
|-----------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|
|  | <p><b>Titanic Quarter Campus</b><br/>Level 1, Room 31<br/>Monday - Thursday 8:30am - 7:00pm<br/>Friday 8:30am - 4:00pm</p>   |
|  | <p><b>Millfield Campus</b><br/>Building 1, Ground Floor<br/>Monday - Thursday 8:30am - 7:00pm<br/>Friday 8:30am - 4:00pm</p> |
|  | <p><b>Castlereagh Campus</b><br/>Block 1, Ground Floor<br/>Monday - Thursday 8:30am - 4:45pm<br/>Friday 8:30am - 4:00pm</p>  |

## CAMPUS SERVICES DURING HOLIDAY PERIODS

Campus Services are available from 8:30am to 4:00pm most days during holiday periods. Please phone the College first, though, on [028 9026 5000](tel:02890265000) to confirm that your campus office is open.

## FAQs

### Q. How do I apply for a bus pass?

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

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

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

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



# Examinations Services

## WHAT WE DO

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

## FAQs

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### Q. Do I have to pay exam fees?

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

### Q. How do I apply for Exam Access Arrangements?

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

### Q. Where can I find my exam timetable?

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

**Q. What if my exams clash?**

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

**Q. What should I bring to my exam?**

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

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

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

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

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

| Examinations Services – how to contact us                                                                                                    |                                                                                                                                |
|----------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|
|                                                            | <b>Titanic Quarter Campus</b><br>Call in - Level 1, Room 31<br>or phone: 028 9026 5004                                         |
|                                                           | <b>Millfield Campus</b><br>Call in - Building 1, Level 4, Room 1<br>or phone: 028 9026 5487                                    |
|                                                           | <b>Castlereagh Campus</b><br>Call in - Block 1, First Floor, Room 3<br>or phone: 028 9026 5404                                 |
|                                                           | <b>e3 and Outreach Buildings</b><br>Email your query to:<br><a href="mailto:exams@belfastmet.ac.uk">exams@belfastmet.ac.uk</a> |
| <a href="mailto:exams@belfastmet.ac.uk">exams@belfastmet.ac.uk</a>                                                                           |                                                                                                                                |
| <a href="http://www.belfastmet.ac.uk/life-at-the-met/examinations-services/">www.belfastmet.ac.uk/life-at-the-met/examinations-services/</a> |                                                                                                                                |

# College Facilities

## CAFES AND OTHER FOOD OPTIONS

| Campus cafés and other food options                                                |                                                                                                                                                                              |
|------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|   | <b>Titanic Quarter Campus</b> <ul style="list-style-type: none"><li>• Bake My Day (student bakery)</li><li>• Café Met</li><li>• Linen Lounge (training restaurant)</li></ul> |
|   | <b>Millfield Campus</b> <ul style="list-style-type: none"><li>• Einstein's café</li><li>• Moka café</li></ul>                                                                |
|   | <b>Castlereagh Campus</b> <ul style="list-style-type: none"><li>• Café Met</li></ul>                                                                                         |
|  | <b>e3 Campus</b> <ul style="list-style-type: none"><li>• Café Met</li></ul>                                                                                                  |

## FAITH ROOMS

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

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

### Locations:

- Titanic Quarter campus – Level 1, Room 45
- Millfield campus - Building 1, Level 2, Room 10
- Castlereagh campus - Building 1, Ground Floor, Room 25

## STUDENTS' UNION COMMON AREAS

Outside class time, students can eat their lunch, relax or chat with friends in the Students' Union (SU) common areas. Facilities include pool and table tennis tables. The SU staff will also be on hand for help or advice.

### Locations:

- Titanic Quarter campus - Level 1, Room 43
- Millfield campus - Student Support Hub (Building 1, Level 2, Room 20)
- Castlereagh campus - Student Support Hub - Building 5

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

There are water fountains on all campuses for students to fill their reusable water bottles.

All campuses also have food and drink vending machines.

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



# Criminal Convictions

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

However, in order for the College to manage any risk that you may pose, you must tell us about your criminal convictions or about certain kinds of ongoing legal proceedings. To do this, please complete a [CDF1 Student Criminal Offence\(s\) Disclosure Form](#) or a [CDF2 Student Criminal Offence\(s\) Enhanced Disclosure Form](#).

The form that you need to complete will depend on the course(s) you have chosen. You can get both forms, notes on how to complete and return them to us and more information on our [Student Criminal Disclosures](#) webpage or by contacting the Safeguarding Administrator - Tel: [028 9026 5184](#).

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

If you need advice or support on disclosing a conviction, you can contact NIACRO - Tel: [028 9032 0157](#) or email: [niacro@niacro.co.uk](mailto:niacro@niacro.co.uk).

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

If you have any ongoing legal proceedings for crimes involving safeguarding or child protection matters, you must tell us about this by completing a criminal offences disclosure form.

If a student does not disclose, and the College later finds out about the undisclosed convictions, or about any ongoing legal proceedings for crimes involving safeguarding or child protection matters, the student may be refused a work placement or be removed from their course as a result.

# Expectations at Belfast Met

## BELFAST MET'S STUDENT CHARTER

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

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

## BELFAST MET'S STUDENT CODE OF CONDUCT

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

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

You need to read the Student Code of Conduct as part of your student induction.

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

## LEARNING THE MET WAY

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

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





# Environmental Sustainability

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

## ENERGY

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

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

## WASTE AND RECYCLING

**Help us to reach our waste and recycling targets by:**

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

## WATER

**Help us to reduce our water use by:**

- Not leaving taps running.
- Reporting any leaks or drips to reception or [EstateFMhelpdesk@belfastmet.ac.uk](mailto:EstateFMhelpdesk@belfastmet.ac.uk).

## GET MORE INVOLVED

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

- Email: [EstateFMhelpdesk@belfastmet.ac.uk](mailto:EstateFMhelpdesk@belfastmet.ac.uk).
- Contact your Student President in the Students' Union.







**CHOOSE BELFAST MET**  
**CHOOSE SUCCESS**



**belfastmet.ac.uk**