



International Student Handbook



**SOUTH & CITY COLLEGE
BIRMINGHAM**



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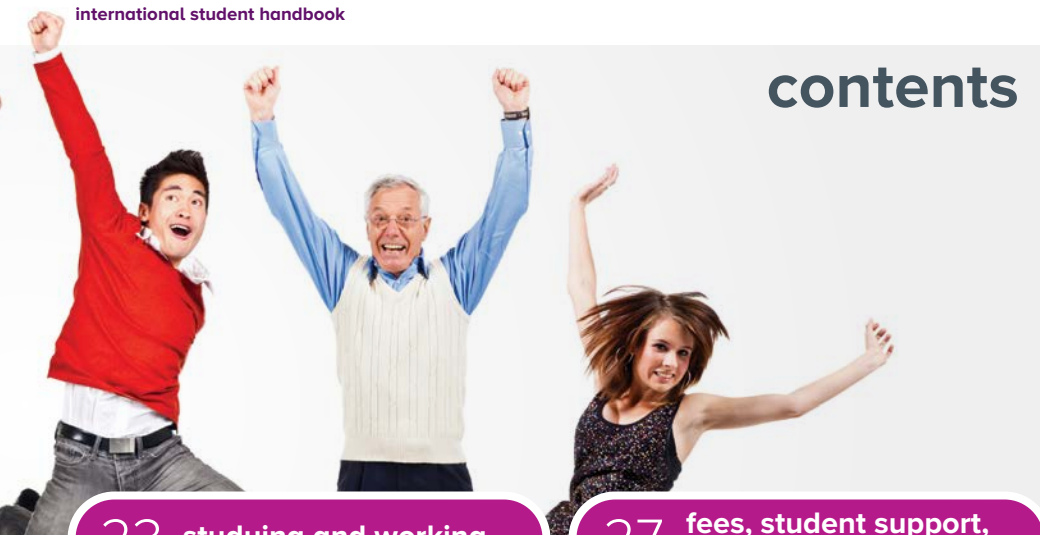
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Welcome

to South & City College Birmingham

We hope you enjoy your time in this great multicultural city. South & City College Birmingham is a diverse and busy college in a vibrant city. We have put together this handbook to provide you with the information you will need for living and studying in the UK. Your wellbeing, safety and security is important to us and we hope you will find this information, alongside the main college Student Handbook (available on Moodle), helpful in making your time in the UK as enjoyable and successful as possible.





INTERNATIONAL OFFICE

Digbeth Campus, High Street Deritend, Digbeth,
Birmingham B5 5SU

T: 0121 644 2114 / 2321

E: international@sccb.ac.uk

This is your first point of contact for support. The team are on hand to help you during your time in the UK and deal with the following:

- Enrolment
- Advice & Guidance
- Opening a bank account
- Registering with a doctor
- Attendance
- Visa concerns
- Welfare issues
- Accommodation (information only)

EMERGENCY CONTACT NUMBER

If you have an emergency outside of college hours and need to speak to a member of the team please call the 24 hour emergency contact number: **07960 619600**

You will also be given a card detailing this number, we suggest you keep this in your wallet or purse in case of emergency.

In the first instance you should speak to the person available on the Helpdesk but if they are unable to resolve your issue please ask to speak to the Head of International or email omar.khan@sccb.ac.uk.

OPENING TIMES

8am – 5pm Monday to Thursday

8am – 3.30pm Friday

LETTERS

If you want to apply for a letter to open a bank account, an attendance letter, regarding council tax, fill in a 'Letter Request Form' at the International Helpdesk.

You will be able to collect the letter 2 days later.

YOUR PERSONAL DETAILS

It is extremely important that you tell us about any changes to your personal details.

If you change your address or telephone number or your immigration status changes, please contact the International Office **IMMEDIATELY**.

We will contact you every other month to ask you to check the details we hold for you. This will be sent to your college email account. Please ensure that you respond.





A woman with brown hair, wearing a black business suit, is shown from the chest up. She is holding a black telephone receiver to her ear with her left hand and looking down at a large, blue binder filled with papers. Her right hand is reaching into the binder, flipping through the pages. The binder is open, and many papers are visible, some of which are crumpled and scattered on the desk in the foreground. The background is a plain, light-colored wall.

preparing & planning

Preparing to Travel

Letting Us Know

What to Bring

Insurance

PREPARING TO TRAVEL

Being well prepared for your journey makes life a whole lot easier. So before you leave home, make sure you have got everything organised.

- Do you have permission to enter and remain in the UK, and the required documentation to prove it?
- Have you bought travel tickets and travel insurance?
- Have you obtained a letter from your doctor for any prescribed drugs you may need to bring with you?
- Have you ordered British currency and travellers' cheques for your immediate arrival expenses?
- Have you checked with your bank how you will access your money from the UK?
- Have you checked whether your own government have restrictions on the amount of money you can take out of your country?
- Is your accommodation arranged?
- Do you have a plan of how to get to Birmingham from your arrival airport?
- Have you taken out personal possessions insurance?
- Have you checked if you need medical insurance?
- Have you checked what you must declare at customs?
- Have you weighed your baggage to ensure that it is within your baggage allowance and is easily transportable for your onward journey?

It is important to remember that living in the UK could be quite different to life in your home country. It is a good idea to read a little bit about the culture of the UK so you have a better understanding. But don't worry, we will help you when you arrive.

One thing that can be very different is the weather. It could be a lot cooler so you may need warmer clothes. The weather in the UK can be quite changeable so you will need different types of clothes.

LETTING US KNOW

Once you have received your visa you will need to let us know and send us a scanned copy. Please also let us know:

- Date of travel
- Date of arrival
- Airline
- Flight number
- Arrival airport
- Whether you need onward travel support
- Where you will be staying on arrival

WHAT TO BRING

Everyone arriving in the UK has to pass through Immigration Control.

Please make sure before you depart from your home country that you have the following documents and keep them on your person (not in your suitcase):

- A valid passport, with a valid visa
- An air ticket
- Your letter of acceptance from the college, with a start date in the future
- Evidence that you have enough money to pay your fees and accommodate yourself while studying (recent bank statements, proof of fee payment, proof of scholarship or sponsor's letter)

If you are a Student Route Student:

- A copy of your CAS
- Original copies of any qualifications used to gain entry to the course

Certain countries also require you to have:

- Vaccination certificates
- A Tuberculosis Test Certificate

INSURANCE

When travelling to a new country it's wise to have some back-up security in case something should go wrong.

Travel Insurance - Travel insurance is a comprehensive package that, depending on the specific policy, covers most situations. It can be as simple as covering lost items to comprehensive medical cover. Consider the length of your course as well. Most travel insurance is only for a few weeks, although there are some that cover you for up to a year.

Personal Possessions Insurance - Whatever you decide to bring with you to the UK, it is worth insuring it, especially such items as computers, MP3 players, etc. Lost luggage doesn't happen very often, but it can occur from time to time. If these belongings are already insured in your own country, check to see if the policy covers them abroad. If it doesn't, cover will have to be arranged for the UK.

Medical Insurance - It is very important that you take out medical insurance for the duration of your visit to the UK if you are not eligible for free or subsidised treatment on the NHS. If you do not have insurance, private treatment could prove very expensive. Find out more in 'Accessing Health Services'.

IMMIGRATION HEALTH SURCHARGE - WHAT IS IT AND WHO NEEDS TO PAY?

You usually need to pay the healthcare surcharge if you're applying for a visa or immigration application.

- for more than 6 months, if you're applying outside the UK

- for any length of time, if you're applying inside the UK

You do not need to pay if you're applying for a visitor visa (it is important you take out medical insurance for the duration of your visit). The majority of UK visa applicants will be required to pay the Immigration Health Surcharge (IHS) on top of their application fees.

WHY DO I HAVE TO PAY IMMIGRATION HEALTH SURCHARGE?

Payment of the IHS entitles you to access any healthcare services that are offered by the NHS. This payment is not optional; you cannot opt out on the basis that you don't foresee needing health care during your leave. You must still pay the Immigration Health Surcharge even if you have private health insurance.

WHEN DO I PAY THE IHS?

You will pay the Immigration Health Surcharge when you submit your visa application online. You will automatically be redirected to pay the Immigration Health Surcharge before paying the application fee for your application. You will have to register to use the IHS service and answer questions relating to your application to ascertain whether you need to pay the charge. After paying, you will be sent an email with your IHS reference number.





“ We’ve had the chance to go on educational trips to places like Stratford to learn about the language and to put our skills to the test in a real setting. ”

Tariq, IELTS Preparation student



when you arrive



Immigration and Customs

Onward Travel

Enrolment

Registering with the Police

Registering with a GP

Opening a Bank Account

Accommodation



IMMIGRATION AND CUSTOMS

You will need to go through Passport Control and speak to an Immigration Officer. They will ask to see the documents mentioned in the last section 'What to Bring'. As long as you are prepared you have no reason to worry. Speak clearly, calmly and ask the person to repeat their question if you do not understand.

Next you will need to collect your baggage. The carousel you need to go to is usually displayed on a screen and will be matched to your flight number. If any item of luggage does not appear find a representative for your airline and fill in a lost luggage form.

Customs usually operate 3 channels:

Green – travellers from outside the European Union with nothing to declare;

Red – travellers from outside the European Union who do have goods to declare;

Blue – travellers from a country within the European Union.

The notices in the customs area will tell you what you need to declare. If in doubt check with one of the customs officers. You may be asked to open your luggage for checking.

ONWARD TRAVEL

The closest international airport is Birmingham International Airport (BHX). From here it is easy to reach the college's main Digbeth Campus:

By train

Birmingham International Train Station, accessed via skyrail, offers direct trains to Birmingham New Street, which is then only a 10 minute walk to our Digbeth Campus or a short taxi ride.

Approximate travel time: 10 minutes train plus Short walk/taxi

Approximate cost: £4.00 (train fare only)

By taxi

There is a taxi rank outside of the airport terminal where you can pick up a black cab to take you to our Digbeth Campus.

Approximate travel time: 20-30 minutes

Approximate cost: £25.00

By bus

If you prefer you can get the bus from the bus terminal to the Coach Station bus stop at Digbeth. The numbers are: 97A and 900.

Approximate travel time: 40 minutes (you will need to check operating hours)

Approximate cost: £4.00

Other international airports include:

London Heathrow Airport (LHR)

London Gatwick Airport (LGW)

London Stansted Airport (STN)

Manchester Airport (MAN)

All of these airports are accessible from Birmingham by train, with most of the London airports requiring connections in the city of London for onward travel to Birmingham New Street of Birmingham Moor Street. You may also wish to consider coach travel. Please contact us for more details.

ENROLMENT

Once you have arrived in the UK and have settled in to your accommodation you should come to the college as soon as possible, within 2 working days. The International Team will be expecting you and you should have an appointment time and details of what you need to bring with you.

At your enrolment appointment you will receive the following:

- Student ID
- Timetable
- Student Handbook
- Introduction to your tutor

Students studying English

You will take an Initial assessment to determine your current knowledge of the language and assign you to the correct class. Upon completion, you will be officially registered, and you will be introduced to our college.

The International Admin will also help you with a number of things that you need to do once you have arrived in the UK.



REGISTERING WITH A GENERAL PRACTITIONER (GP)

If you do not have other medical insurance, you should register with a GP as soon as possible. You will be eligible for treatment on the NHS if your course lasts for 6 months or more. It is advisable to register with a GP if you do have medical insurance also but it is likely that your insurance provider will give you more details.

- Request a Doctor's Registration Letter from the International Helpdesk, to confirm your student status.
- Take this letter to the doctor's surgery nearest to where you live.
- After the appointment, you will receive a medical card by post.

You can find details of your nearest GP surgery online: <http://www.nhs.uk/Service-Search/GP/LocationSearch/4>

OPENING A BANK ACCOUNT

To open a bank account you need to be registered on a full-time course for at least 6 months. When you go to the bank you need to take a letter from South & City College Birmingham.

- Request a Bank Letter from the International Helpdesk, to confirm your student status.
- Take this letter and your passport and visa to your chosen bank.

ACCOMMODATION

Where you live when you are in the UK is one of the most important aspects of your stay. Unfortunately the college does not have any of its own residential accommodation but Birmingham offers a wide variety of accommodation options:

- Homestay accommodation – where you stay with a host family
- Student halls – where you rent a room in a block for students with shared facilities
- Private rented accommodation – where you rent a flat or room privately

Please speak to the International Helpdesk for contact details for accommodation providers. Please note that the College does not vet the accommodation or offer recommendations on accommodation, and therefore does not accept any responsibility in relation to the actions of accommodation providers.



living in the UK

Council Tax

Accessing Health Services

Staying Safe in Birmingham

UK Law for International Students

Driving in the UK

Leisure and Tourism Facilities in Birmingham

Places of Worship

British Customs and Culture

COUNCIL TAX

Council Tax is a local tax payable to the British Government. This tax pays for local services including the Police and the Fire Service. Students are normally required to pay Council Tax.

However, full-time students who study for a full academic year do not have to pay this tax. You can fill in a 'Letter Request Form' for a Council Tax letter at the International helpdesk.

ACCESSING HEALTH SERVICES

The National Health Service (NHS) is the UK's state health service. Some services are free and some you will have to pay for.

The following NHS treatment is free for everyone:

- ✓ Some emergency treatment (but not follow-up treatment)
- ✓ Family planning services (birth control)
- ✓ Treatment of certain communicable diseases
- ✓ Compulsory psychiatric treatment

As a student, you qualify for FREE NHS treatment if your course of study lasts for six months or more. This also applies to any spouse or child under 16 (or under 19 if they are still at school or college) with you in the UK.

If you are entitled to treatment under the NHS, you may:

- ✓ Consult a GP (General Practitioner)
- ✓ Receive treatment in a hospital (both emergency and non-emergency)
- ✓ You may need to pay for:
 - Medicines prescribed by your GP
 - Some GP services (e.g. vaccinations for travel)
 - Dental treatment
 - Optical services



STAYING SAFE IN BIRMINGHAM

Birmingham is a big city. As in all big cities, you have to take some precautions to make sure that you are always safe.

- Be careful with your valuable belongings like mobile phones, iPods, laptops, etc.
- Do not leave your belongings unattended
- Be careful when you are out at night
- If you need to take a taxi then pre-book a taxi or only take a licensed taxi

If you need help, the UK police are friendly, helpful and easy to approach. They have a duty to protect everyone and will always encourage you to report any incidents.

In the unusual situation where you may need to report a crime call which does not require urgent action dial 101.

In an emergency, if you need to report an incident, fire or seek urgent medical help, you can dial 999 to contact the police, fire brigade or ambulance. This call is free of charge from any UK phone but should only be used in an emergency.



UK LAW FOR INTERNATIONAL STUDENTS

The laws in the UK may be different from those in your home country. This especially applies to the use of tobacco, alcohol and self-defence sprays:

- You must not carry drugs with you of any kind (unless prescribed by a doctor), or use any illegal drugs including cannabis, ecstasy, LSD or amphetamines.
- It is illegal to carry any sort of weapon including knives, self-defence CS gas sprays, guns or stun guns.
- You must be 18 and over to buy tobacco and alcohol.
- It is an illegal offence for anyone under the age of 18 to purchase alcohol or to have alcohol purchased for them.
- As a general rule, the minimum legal age for gambling in the UK is 18 years old. This applies to adult gaming centres, betting shops, bingo halls, casinos, racetracks and online gambling. The exceptions to this are the National Lottery and scratchcards – you're allowed to take part in these from the age of 16.
- Never buy property that you think may be stolen, no matter how tempting a bargain it might seem.
- It is against the law to smoke inside buildings.

You can find an essential guide to the law in the UK at the <https://www.gov.uk/browse/justice>

POLICE ARREST PROCEDURE

If you do find yourself in trouble with the Police and are arrested then it is because the police have reasonable grounds to suspect you are involved in a crime for which your arrest is necessary. The police have powers to arrest you anywhere and at any time, including on the street, at home or at work.

It is important that you know the police arrest procedure that they should follow. If you're arrested the police must:

- identify themselves as the police
- tell you that you're being arrested
- tell you what crime they think you've committed
- explain why it's necessary to arrest you
- explain to you that you're not free to leave



If you try to escape or become violent, the police can use 'reasonable force', eg holding you down so you can't run off. You can also be handcuffed. The police have powers to search you when you're arrested.

If you do find yourself in trouble with the police then you should inform the college by using the emergency contact number.

This link will give you more details:

<https://www.gov.uk/police-powers-of-arrest-your-rights>

DRIVING IN THE UK

As an international student, you must make sure you fulfil the legal requirements and be aware of the correct procedures before you drive in England, Scotland, Wales or Northern Ireland.

You must have a valid licence that allows you to drive in England, Scotland and Wales. There are different arrangements in Northern Ireland.

If you wish to drive you must find out if you can

use your existing licence, which will depend on where it was issued. It is an offence to drive without a valid licence and insurance. You can also be convicted of motoring offences whilst in charge of a vehicle, eg. speeding, driving under the influence of alcohol, dangerous driving.

For information about driving in the UK please visit: <https://www.gov.uk/browse/driving>

STAYING SAFE ON THE ROADS

Key facts for driving:

- We drive on the left in the UK
- The national speed limit is 60mph on single carriage roads and 70mph on dual carriage roads
- Other speed limits are published by circular speed limit signage
- You must pay attention to signage
- Circular signs give orders
- Triangular signs offer warnings
- Rectangular signs provide information
- Traffic lights control traffic flow – red = stop, amber = get ready, green = go

Even if you don't drive it is important to understand our traffic regulations.

Key facts for pedestrians:

- Always use pedestrian crossings where available
- Press the button and wait for the green man to indicate it is safe to go
- Always check before you cross; look left, right and left again
- Beware at zebra crossings, there are no traffic control lights
- Traffic lights control traffic flow – red = stop, amber = get ready, green = go

For more information have a look at the Highway Code: <https://www.gov.uk/highway-code>



LEISURE FACILITIES IN BIRMINGHAM

In addition to all of our college facilities (full details can be found in the Student Handbook on Moodle) there are a wide range of activities available at your local council leisure facilities across the city. These include gyms, swimming pools, fitness classes and other facilities.

For more information about Leisure Centres in your area visit <http://www.birmingham.gov.uk/leisurecentres>

You will also find museums, libraries, theatres, cinemas and much more. For more information visit: <http://visitbirmingham.com/what-to-do/>

PLACES OF WORSHIP

Buddhism

Samantabhadra Buddhist Centre
38 Silver Birch Road
Erdington
Birmingham
B24 0AS

Telephone: 0121 373 1261

Christianity

St Chad's (Catholic)
Queensway
Birmingham
B4 6EU

Telephone: 0121 236 2251

The Parish of St. Bartholomew (Church of England)

1b Arthur Road
Edgbaston
B15 2UW

Telephone: 0121 454 0070

Hinduism

Shree Geeta Bhawan Temple
107-117 Heathfield Road
Handsworth
Birmingham
B19 1HL

Telephone: 0121 523 7797

Islam

Birmingham Central Mosque
180 Belgrave Middleway
Birmingham
B12 0XS

Telephone: 0121 440 5355

Judaism

Birmingham Central Synagogue
133 Perhsore Road
Birmingham
B5 7PA

Telephone: 0121 440 4044

Sikhism

Sikh Sahit & Sabhyachan Kendra
145A Soho Road
Handsworth
Birmingham
B21 9ST

Telephone: 0121 551 1579

BRITISH CUSTOMS AND CULTURE

When meeting someone for the first time, it is polite to shake hands with the right hand, say hello and ask the person how they are. You may find people use expressions such as 'how are you?' or 'how's it going?' Kissing and hugging is usually reserved for greeting family and close friends.

Queuing

In England we like to form orderly queues (standing in line) and wait patiently for our turn e.g. boarding a bus. It is usual to queue when required, and expected that you will take your correct turn and not push in front.

General Politeness

We use 'please' and 'thank you' a lot and it is important you do too! British people are quite relaxed but like good manners. It is polite to say 'excuse me' when wanting someone to move out of your way and 'sorry' if you accidentally bump into somebody. People in the UK are quite open and friendly but are still quite private and reserved. It is impolite to ask personal questions such as 'how much do you earn?' or 'how much do you weigh?' and people are unlikely to start conversations with strangers.

Punctuality

British people are very punctual and always arrive on time for appointments. It is considered rude to arrive late. If you are going to arrive late, you should contact the person you are meeting beforehand to let them know. You should never arrive late for lectures, seminars, tutorials etc.

Eating

If you are invited to somebody's house for a meal, it is considered good manners to take a gift. A bottle of wine, flowers, or chocolate are popular gifts. People in the UK generally eat with a knife and fork and put them together on the plate at the end of the meal to signal that they have had enough to eat. If you eat in a restaurant, you may wish to tip the waiter if you have received good service but it is not compulsory.

Alcohol

Many British people drink alcohol. You must be over the age of 18 to drink. If you do not drink alcohol, then you may be worried if you are invited to a pub or a bar. Don't worry – pubs are popular meeting places and sell non alcoholic drinks as well as alcohol. Both men and women may visit pubs and bars in the UK.

Equality

Both men and women have equal rights in the UK. It is illegal to discriminate against anyone according to race, gender, age, class, religion, sexual orientation or disability. British attitudes to sex and sexuality may be different from those in your own country. You are free to live according to your own personal standards, ethics and beliefs and not feel pressured to adopt those of any of your fellow students.

Smoking

In 2007, it was made illegal to smoke in public places in England. This means you cannot smoke in lecture theatres, tutorial rooms, cinemas, theatres, trains, pubs, bars, and restaurants. There are designated smoking areas at each College campus.

Religion

Birmingham is a large and diverse international city. All of the major world faiths worship in the city. The College greatly values the contribution that people of all faiths make towards its social and academic life. You will find Places of Worship for most faiths in the city, and there is a prayer room on campus.



Shopping

Birmingham is one of the major shopping destinations in Europe, with a wide variety of big stores, branded shops and small independent shops.

If you are living in self-catering accommodation, shopping for food is likely to be your main priority. Eating the right food, and enough of it, is vital for keeping healthy.

You may find it easier to shop in self-service shops or supermarkets, where you can use a basket or trolley provided for you to carry the goods you intend to buy. There are smaller shops, where you can buy specialised foods from overseas and street markets, which are particularly good for fresh fruit and vegetables, often sold at low prices.

studying and working

Attendance and Punctuality

Absence

Emergency Procedures

Smoking

Working Regulations



ATTENDANCE AND PUNCTUALITY

You have to attend all of the classes and you have to arrive on time.

If you can't attend or you are going to arrive late, you should let your tutor know.

ABSENCE

South & City College Birmingham expects you to attend all of the classes on your course. We monitor your attendance to make sure that you make good progress and achieve your goals.

You are in the UK to study – so attendance at classes is important.

You should make medical appointments outside of class time but if there is no alternative then advise your tutor you will be absent. If you are sick then you should email your tutor to let them know.

Student Route Students Only

When you are away from the class, your tutor will ask you to fill in an 'Absence Form' before or after you are away. This will allow the International Office to monitor the reasons for any absence and to take appropriate action. A separate attendance policy statement will be issued to you.

EMERGENCY PROCEDURES

Make sure you know where the Emergency exits are for each of the classrooms where you have classes and the days and times of alarm tests, published around the buildings.

On hearing the alarm:

- Leave the building via the nearest exit route
- Do not use the lift
- Do not stop to collect your belongings
- Go to your designated assembly point.
STAY WITH YOUR GROUP
- Wait to be dismissed

Your tutor(s) will explain the Emergency Procedures to you at the start of the course.

SMOKING

It is against the law to smoke on these premises, unless in a designated area. Please do not smoke near the main entrance. If you want to smoke, please do so in the designated areas.

WORKING REGULATIONS

If you are on a Student Visitor Visa you cannot work during your time in the UK.

If you are on a Student Route Visa you may have been given some work rights, you will need to check your visa and ensure you comply with the restrictions. Speak to the International Office if you are unsure of the regulations.





immigration

Visa Expiry

Protecting your Student Route Status

VISA EXPIRY

We will monitor your visa expiry date and write to you before your visa is due to expire. You must ensure that you have valid permission to remain in the UK at all times and it is your responsibility to obtain the necessary visa.

Student Visitor Visa students **MUST** leave the UK on or before the date that your immigration permission ends. You cannot apply to switch to another immigration category whilst in the UK.

Student Route Visa students are advised to discuss their visa with a member of the International Office ahead of expiry. You may be able to apply for a new visa from the UK dependant on other conditions, such as time limits.

If your immigration status changes at all you must let us know. We must always hold a copy of your current visa.



PROTECTING YOUR STUDENT ROUTE STATUS

If you are a Student Route student you will have put both time, money and effort towards studying in the UK. So it is important that you protect your status as a Student Route student by making sure that you comply with conditions of your sponsorship and permission to remain in the UK.

- Make sure you arrive and enrol by the date specified.
- Make sure you have the funds to pay your course fees and to live in the UK.
- Make sure you attend your lessons and arrive on time and follow the correct procedure regarding absences. (see International Attendance Policy Statement, available from the International Office)
- Only work in line with your work rights.
- Do not claim any public funds eg. welfare benefits and local authority housing.
- Do not commit any fraudulent or criminal acts.

Failure to comply may result in us as your sponsor having to report certain activity and your permission to remain in the UK being removed.



fees, student support, money



Fees

Student Support

Students' Union

Money

Safeguarding

Equality and Diversity

Disciplinary and Exclusion Policy

Comments, Suggestions, Complaints or Compliments

FEES

As an international student there is no funding available for your course and you will have been asked to pay your fee in advance or provide evidence of your financial sponsorship.

If you have any questions about your fees please speak to the International Office.

STUDENT SUPPORT

Whilst you are not eligible for any financial support you have full access to all of the college facilities and services, including:

- Careers
- Welfare and guidance
- Enrichment – trips, events, clubs and societies

For full details visit Moodle and have a look at the Student Handbook or speak to your tutor.

STUDENTS' UNION

As a student of South & City College Birmingham you are automatically a member of the Students' Union. The main role of the Students' Union is to listen to and support all students who study at the college. Find out more on Moodle.

MONEY

You are responsible for funding your studies and supporting yourself whilst in the UK, no financial support is available from the college or the government.

Before you travel make sure you have in place enough money to cover your living expenses whilst in the UK. You will need enough cash for immediate expenses on arrival but never carry large amounts of cash with you.

Our currency is pounds sterling (GBP) and includes coins and notes. One hundred pennies (100p) make one pound (£1) and the coins we use are shown below:



£2 coin



£1 coin



20p piece



50p piece



10p piece



5p piece



1p piece



2p piece

Make sure you are familiar with the different colours and denominations of our bank notes too, otherwise you could be spending more money than you mean to!

SAFEGUARDING

Safeguarding is about ensuring the safety of people. The college has a large team of dedicated Safeguarding Officers at each campus.

If you have a safeguarding concern regarding yourself or someone else then please contact the Safeguarding Team:

T: 0800 1577 060

E: safeguarding@sccb.ac.uk

EQUALITY AND DIVERSITY

South & City College Birmingham is proud to be a diverse and socially inclusive community where individual differences are accepted, valued and celebrated. All members are entitled to be treated fairly with dignity and respect.

Find out more from the Student Handbook on Moodle.

DISCIPLINARY AND EXCLUSION POLICY

Everyone who visits, studies or works at South & City College Birmingham should expect to be treated with consideration and respect. Students are all asked to agree to the college's code of conduct when enrolling. This details acceptable behaviour.

Disciplinary policy and procedures are in place to deal with behaviour that breaches this code so as to ensure that South & City College Birmingham is a safe and pleasant place to work and study for everyone.

Disciplinary procedures are used to help deal with unsatisfactory conduct or behaviour. They are not related to academic performance on your course. This will be dealt with by your tutor.

Full details can be found in the South & City College Birmingham's Disciplinary Procedures available from Moodle.

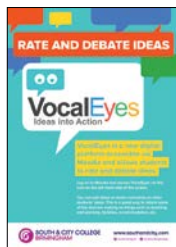
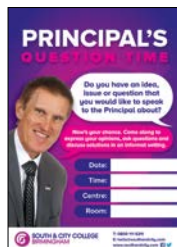
COMMENTS, SUGGESTIONS, COMPLAINTS OR COMPLIMENTS

The college welcomes your comments, suggestions, complaints or compliments.

In the first instance you should talk to your tutor or a member of the International Team. There are a number of Learner Voice opportunities for you to input in to including:

- Principal's Question Time
- Learner Voice Conference
- Surveys
- VocalEyes

If you prefer, there is a more formal procedure. Please collect the leaflet from reception or the International helpdesk and follow the details on there.





“ Small classes mean we are able to get quality time with our tutors, who are really supportive and great teachers. They always do everything they can to make sure that we understand the work.”

Nada, IELTS Preparation

helplines, advice and information



helplines, advice and information

Centro Hotline

Bus, Metro and Rail Information

Website: <http://www.centro.org.uk/>

Telephone: 0121 200 2700

Depression Alliance

An organisation that offers information and advice about depression

Website: <http://www.depressionalliance.org/>

Email: information@depressionalliance.org

Directgov

Lots of useful safety advice and tips regarding crime prevention and self-defence

Website: <http://www.direct.gov.uk/en/CrimeJusticeAndTheLaw/Index.htm>

Direct Enquiries

Telephone and address directory

Website: <http://www.192.com/>

Telephone: 118 118

Drink Line

Advice for people worried about their own drinking, or that of a friend/family

Telephone: 0800 917 8282

FRANK

Information and advice about drugs

Website: <http://talktofrank.com>

Telephone: 0300 123 6600

Get Safe

Advice on how to keep yourself safe online

Website: <http://www.getsafeonline.org>

Highway Code

Advice on traffic law in the UK

Website: <http://www.direct.gov.uk/en/TravelAndTransport/highwaycode/index.htm>

IELTS

International English Language Testing System – find your test centre and book your test

Website: <http://www.ielts.org/default.aspx>

National Express West Midlands

Bus timetable information

Website: <http://nxbus.co.uk/west-midlands/>

NHS 111

Urgent but non emergency health advice helpline.

Telephone: 111

Samaritans

A 24 hour phone line offering emotional support.

Website: <http://www.samaritans.org.uk>

Telephone: 0845 790 9090

UKCISA

The UK Council for International Student Affairs, offering advice and guidance

Website: <http://www.ukcisa.org.uk>

UK Visas and Immigration Contact Centre

Home Office advice on all matters relating to immigration

Website: <https://www.gov.uk/browse/visas-immigration>

Telephone: 0300 123 2241

college campuses



Bordesley Green Campus

Fordrough Lane, Bordesley Green,
Birmingham
B9 5NA



Longbridge Campus (Bournville College)

1 Longbridge Lane, Longbridge,
Birmingham B31 2AJ
(Sat Nav B31 2TW)



Digbeth Campus

High Street Deritend,
Digbeth, Birmingham
B5 5SU

college campuses



Fusion

334-339 Bradford St,
Digbeth, Birmingham,
B5 6ES



Golden Hillock Women's Centre

103-105 Golden Hillock Road,
Small Heath, Birmingham
B10 0DP



Hall Green Campus

Cole Bank Road,
Hall Green, Birmingham,
B28 8ES



Handsworth Campus

Soho Road, Handsworth,
Birmingham
B21 9DP



**SOUTH & CITY COLLEGE
BIRMINGHAM**

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