The College of Legal Practice

STUDENT HANDBOOK

2024

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Key Contacts

Who?	Email / Online	Phone
Student Services Team	Log a request in the Service Portal	+44 (0)20 3884 4112 (Option 2)
IT Support Team	Log a request in the Service Portal	+44 (0)20 3884 4112 (Option 3)
Academic Admin Support	Log a request in the Service Portal or contact via Canvas	N/A
Academic Team (Module Leaders, Programme Leaders, Personal Supervisors)	Contact via Canvas Inbox	N/A
Counselling Services via Spectrum	Spectrum is accessible here. Access code gfDaYT09.	In the UK: 0808 196 2016 from the UK. Outside of the UK: 00353 1 518 0277 Alternatively, SMS/Whatsapp: Text 'Hi' to +353 87 369 0010.

Quick Links

Platform	Used for
Service Portal	Logging requests for Student Services Team support or IT Team support
Canvas	Teaching and learning
Student Hub	Re-enrolling, viewing grades, student news and opportunities
Careers Centre	General careers support, events and opportunities
Module and Programme Specifications	Viewing and downloading detail about your module and programme delivery and assessment
Student Policies, Processes and T&Cs	Viewing and downloading all student policies, including application forms for Exceptional Circumstances, Leave of Absence and Reasonable Adjustments

Welcome to The College of Legal Practice

A welcome from The College of Legal Practice CEO, Giles Proctor

We are thrilled that you have chosen The College of Legal Practice to help you take the next step in achieving your career aspirations. This handbook aims to offer our students studying on our programmes a one-stop-shop for all the information that you might need to know whilst learning with us. Please get in touch if you can't find what you need; our Student Services Team are here to help.

Lastly, as a learning organisation, we always welcome your feedback, so do let us know if there is anything in the handbook we can improve or add to.

Thank you for joining us!

Dr Giles Proctor
CEO, The College of Legal Practice

A welcome from The Student Services Team

We are delighted that you have enrolled at The College of Legal Practice. The Student Services Team are here to support you throughout your time at the College and can offer guidance on enrolment; policies; Terms & Conditions; finance and payments; wellbeing and mental health; and reasonable adjustments. Please do reach out if you have any questions at all, before your study begins or during your time with us. This Student Handbook contains information relevant to students on the LLM in Legal Practice, Graduate Diploma in Law and SQE preparation modules.

Here you will find information on accessing support at the College, the student voice, SQE and links to useful information about how your programme or module is structured.

You will also find the student policies and processes that you might need whilst studying at the College, and we **really** encourage you to familiarise yourself with those policies.

Please get in touch if you can't find what you need within this handbook. Our Student Services Team are on hand to help. You can reach us on +44 (0) 20 3884 4112 (Option 2, Monday to Friday, 9am to 5pm UK time) or via the Service Portal.

Finally, as a learning organisation, we **always** welcome student feedback. We want to know what you're enjoying about studying at the College and, if you think there are things we can do better, tell us and we will try our best to implement those changes.

Preparing to Succeed: Pre-Study Checklist

You've just accepted a place, enrolled on your module or programme, and are wondering, *"What comes next?"*.

Use this helpful checklist to ensure you're fully prepared to start your studies at the College, so you can get off to the best possible start.

Action	Timing	Additional Information
Pay Deposit	Within 14 days of your enrolment confirmation	To secure your enrolment, you are required to pay a £150 deposit within 14 days of accepting your place. You will be emailed an invoice, including all payment dates, with instructions on how to pay by BACS or by card. If you are employer-funded, we have invoiced your employer. You may be required to pay your deposit sooner if you have applied close to the start date
Log on to Canvas (the Learning Portal)	Before your module starts	When you enrol, you will be emailed your COLP ID and password. You can use these log-in details to access Canvas (even though your module might not be live yet). Your enrolled module will be available approximately one week before the start date. Familiarise yourself with navigating Canvas using this video tutorial (passcode sg5Hgsb%).
Check IT requirements	Before your module starts	To ensure you have a smooth start to your online study, we strong recommend you read the IT Requirements guidance here. This guidance outlines the minimum internet connection, hardware and software you will need to access the College's systems for learning.
Reasonable Adjustments (with the College)	Before your module starts	If you require reasonable adjustments, you may already have specified this in your application, in which we will have contacted you. If you didn't declare this in your application form, but now need to request adjustments, please head to ServiceNow, where you can access the Reasonable Adjustment Application Form. We encourage you to do this before your module or programme starts, wherever possible.

		Reasonable Adjustments with the College and the SRA are separate, but you can use any adjustments applied by the SRA as evidence for our applications.
Student Finance *(LLM Students)*	Before your LLM programme starts	If you have enrolled on the LLM in Legal Practice, you may be considering funding your studies through a postgraduate loan. It is possible that you already have this in place, but if not, we'd encourage you to submit your application as soon as you can via Student Finance. You can find out more and apply here. Please note that we will confirm registrations to Student Finance around 1-2 weeks prior to the programme start date.
Take a look around the Careers Portal and Student Hub	Before your module starts	Once you are enrolled and you have been issued with your COLP log-in details, you can access the following platforms: - **Service Portal**: where you can log requests and request support from the Student Services Team and the IT Support Team - **Careers Centre**: where you can find self-assessment tools, CV and interview support, and SQE guidance. - **The Student Hub**: where you can see news and updates, view your confirmed grades and re-enrol in the future. Check you can access all of these systems here. You will find out more about each of these systems within this handbook.
Plan your study time	Before your module starts	Think about when you will be able to fit in your weekly study hours, alongside your other commitments. You will find indicative timetables and suggested hours per week of study here. Be realistic about what you can achieve, and if you are having doubts about your ability to commit to the weekly hours of study, contact Student Services to discuss alternative options (for example, a part-time or part-time extended mode of study). You may wish to use a time-planner app like My Study Plan or an organiser tool like Simple Mind to assist with this.

Establish a suitable study location	Before your module starts	As an online student, having a study space that suits you is crucial. Consider discussing your study patterns with those you live with, or exploring local libraries, cafes, or even your workplace as potential study locations. See below for more tips and suggestions on how to optimise your space for virtual study.
Join the Students and Alumni LinkedIn Network	Before your module starts (or at any point during or after your study at the College)	Network with fellow students and keep up to date with the latest opportunities, College news, and alumni success stories (for when you need that motivation)! Join here.
Module goes live	One week before start date	Typically one week before the start of a module, it will go live on Canvas. This means when you log-in, you will see it on your dashboard and be able to access all materials, information and resources.
Module Calendar	One week before start date	When a module has gone live, you will be able to access the calendar, which will, on a week-by-week basis, guide you through your studies. You may benefit from syncing your Canvas calendar with your personal Outlook calendar, so you can easily view scheduled sessions and deadlines.
Hardcopy Materials (GDL, LLM, SLK, SLS students)	One week before start date	*GDL students will receive a GDL manual.* *SLK students (including LLM) will receive an SLK manual, which comprises of three parts.* *SLS students (including LLM when they reach this module), will receive an SLS skills guide.* **UK students** - You will receive hard copy materials by post once you have paid your deposit and first instalment; typically, during the week prior to your module starting. **International students** – We do not automatically send hard copy materials to students based outside of the UK. If you are based outside of the UK and would like to receive the materials in physical copy, please request a postage fee quote from Student Services. The College will contribute £20 towards postage costs and invoice you for the remainder. Please note that electronic versions of the materials are available to all students on Canvas
Welcome Town Hall Meeting	At the start of a module	On your calendar, you'll be able to see when your introductory live session(s) are taking place. Can't attend live? There will be a recording of the session available on Canvas after the session.

Student Services Induction Session	First week of your module	Keep an eye out on your Canvas announcements for details of the Student Services Welcome Session, available to LLM and GDL students. Can't attend live? There will be a recording of the session available on Canvas after the session.

Preparing to Succeed: Pre-SQE Checklist

If you are intending to take the SQE assessments, take a look at the checklist before to help you understand the first steps to be taken in your SQE journey.

Register with the SRA for SQE	Once you have decided to take the SQE	Register with the Solicitors Regulation Authority in preparation for the SQE exams. You can do this as early as you wish and should specify the College as your training provider when prompted. You do not need to wait for your module or programme to start in order to register for the SQE. Keep an eye out on the booking window dates for the SQE exams. You may also wish to start considering locations that you can sit the SQE assessments.
Consider how you will pay for your SQE assessments	Once you have decided to take the SQE	It's important to be clear about how much you will need to pay to take the SQE assessments and when that payment will be required. Consider this alongside your fees to the College and, if relevant, the Postgraduate Loan payment schedule. You may also want to budget for the cost of travel and accommodation to your assessment venue.
Apply for reasonable adjustments for SQE	Once you have registered for the SQE	If you require reasonable adjustments for your SQE assessments, you can apply for these as soon as you have registered (and we'd encourage you to get the ball rolling as soon as you can!).

Download the Secrets to SQE Success Guide	Before you start your SQE prep module	If you are intending to qualify via SQE, we encourage you to download our Secrets to SQE Success Guide as soon as you can. This guide provides SQE candidates with tips and guidance for preparing and passing the SQE. There are checklists, as well as student and supervisor advice, that will help you learn more about the SQE and how you can make the most of our preparation modules. Download it here.
Plan your study and revision time for the SQE assessments	As you start your preparation module	Have conversations with your employers, friends and family about the commitment that you will need to give both your study and revision for the SQE assessments. You may need to seek further time off in leave or rearrange commitments to ensure you have sufficient study time at the end of the module and during the SQE assessments.

Module and Programme Information

Information about your module or programme structure, content and assessment to help you prepare for study.

We understand how important it is for students to feel confident about what they will study, how they will study and how they will be assessed.

Please rest assured that your Module Leaders will cover this in detail at the Town Hall Meetings scheduled at the beginning of your module.

However, if you want to learn more prior to starting, we encourage you to read the Programme and Module Specifications carefully. You can view them, download them and save them here.

You can also find information on our programme and module pages on our website, along with demos of how modules will run, to help you to feel fully prepared:

- Graduate Diploma in Law
- Solicitors Legal Knowledge (SQE1 preparation)
- Solicitors Legal Skills (SQE2 preparation)
- LLM in Legal Practice
- Transactional Modules and Business Skills Modules
- O-Shaped Skills

If you are enrolled on Solicitors Legal Knowledge, Solicitors Legal Skills or the LLM in Legal Practice, you'll receive some sample materials soon after you've enrolled and paid your deposit. These will be sent to you by email.

Meet The College Staff

Academic Team

The Academic Team will guide you through your study and assessment. They will teach you throughout the module, offering academic support and feedback.

Each module has a Module Leader, who you will meet at the start of your module at the introductory Town Hall Meeting.

You will also have a dedicated Personal Supervisor on each module, who you will meet on an individual basis.

If you are working towards an SQE1 or SQE2 sit, it will be a member of the Academic Team who carries out your SQE Readiness Review, to give you honest and transparent feedback on your readiness for the SQE assessments, so you can make an informed decision about whether to sit at this time.

The Academic Team are best contacted through your Canvas inbox.

Student Services Team

The Student Services Team are here to support you from the point of application to The College. We can:

- Support you through the application and enrolment process

- Help you with finance or payment questions or problems

- Confirm your module dates and programme dates

- Guide you in relation to student policies and processes, including:
    - Exceptional Circumstances
    - Leave of Absence
    - Academic Appeals

- Support you through the Reasonable Adjustments process

- Provide pastoral support and guide you to wellbeing and mental health support services

You can contact the Student Services Team using the [Service Portal](#), where you can log requests, questions and problems. We aim to respond within two working days although typically more quickly than this. If you need to speak to us more quickly, we're available by telephone between 9am and 5pm Monday to Friday on +44 (0)20 3884 4112 (Option 2).

IT Support Team

We have a dedicated IT Support Team, who are on hand to support students with any technical issues they're experiencing, or any additional guidance related to IT that they may need. They are available Monday-Friday 9am-5pm, and also outside of standard working hours.

You can contact the IT Support Team using the using the [Service Portal](), where you can request support and guidance on technical matters. The team can also be reached by telephone on +44 (0)20 3884 4112 (Option 3).

Learning Online

How will you learn

We're a virtual organisation and our teaching is delivered online, but you will have continuous access to support from the Academic Team, your supervisors and Student Services.

You can contact the Academic Team and Supervisors via Canvas (through your Canvas inbox and discussion forums) and you can contact Student Services by email or phone (Monday-Friday 9am-5pm).

Canvas: Our Learning Platform

Canvas is our online learning platform (our "VLE"). It is where you will go to access your module materials, assessments, group teaching sessions and appointments.

You should receive your COLPASS Student Number and password via email once you have enrolled on a module that will give you access to the Learning Portal. You can access the Learning Portal via this link or through the website (via the Portals tab).

If you're not familiar with Canvas, please don't worry! At your first Town Hall Meeting, your Programme/ Module Leader will talk you through where to find things in Canvas and how to use your Module Calendar. In your pre-module email, which you will receive around a week before the module begins, you'll also have access to a short recording which provides a brief orientation to Canvas.

You can access Canvas from a computer, or you can download the Canvas app.
You will have a Canvas inbox which is where you'll contact your supervisor or Module Leader if necessary.

You're also encouraged to utilise Discussion Boards to ask questions and liaise with your peers.

Here are some helpful tips in getting started using Canvas:

1. **Check your browser** is the latest version of Chrome, Firefox, or Safari for Mac.

2. **Download the Canvas app.** Download the Canvas Student app to use Canvas on your mobile device, available for Android. and IOS. devices. While you can access Canvas via a mobile browser, the app provides a superior user experience.

3. **Access Canvas user guides.** The Canvas community provides guides to every Canvas feature and useful Q&A forums for the most obscure questions.

Zoom

Live group sessions, such as Town Hall Meetings, and 121 meetings will be facilitated over Zoom. You will be able to access the relevant Zoom rooms via the Canvas calendar.

Download the Zoom app and create a personal Zoom account (if you wish– see below). Your module includes web conferences, so we recommend you take some time before your first event to set up a free Zoom account on Zoom.us., download the Zoom app and test your audio and webcam in a Zoom test meeting. (note when you access the test meeting, you will be prompted to download the app).

You do <u>not</u> need a Zoom account in order to access the teaching sessions, though many students do choose to create a Zoom account for ease. You can sign up for a free Zoom account here.

If you're new to using Zoom, you can access a Getting Started Guide here.

Enabling Closed Captions on Zoom

Individual participants can enable closed captioning for themselves in Zoom in the following way:

- When you are in a Zoom meeting, click on the arrow by 'Stop Video';
- Click on 'Accessibility' at the bottom;
- Click on 'Always show captions';

Adding pronouns to your Zoom account

If you feel that you would like to add your pronouns to your Zoom account, so they are displayed when you enter into a Zoom room, please follow the steps below:

- Log into Zoom on desktop. You'll immediately be on the "Profile" page.
- Click "Edit".
- Within your person information, you will see a box to add your pronouns.
- There is a field which asks, "How would you like to share your pronouns?", where you can specify if and when you'd like to share them (or not share them).
- Click "Save".

Personalising your Zoom account

You can also select your skin tone for your emojis, so that if you react to comments or chat messages, it reflects you.
To do this:

- Click on "Settings" from the top-right corner, where your initials are displayed;
- In "General" you will be able to see "Reactions", where you can select a skin tone.

Hard Copy Materials

Whilst everything that you need to study is online and available through Canvas, we recognise that many students' learning is enhanced through hard-copy materials too.

On the SLK and SLS modules and for the GDL programme, hard-copy manuals are provided. If you're based in the UK, these materials will be posted to in the week before the module begins (provided module fees have been paid).

If you're based outside of the UK and wish to receive the hard copy materials, please contact Student Services for a quote for international postage (The College will contribute £20 towards the cost of postage).

There are no hard copy materials for Transactional Modules or for the Capstone module on the LLM.

Continued Access

On our Solicitors Legal Knowledge and Solicitors Legal Skills modules, we acknowledge that sometimes students do not sit the SQE assessments taking place at the end of teaching. This could be because a student has not been able to book a place on the assessments or simply doesn't feel ready at this time to sit SQE. It may also be that you've already sat your SQE assessment but have not passed and now need to re-sit.

We provide 'continued access' to the SLK & SLS Canvas areas for **10 months** after the module ends. This is **entirely free** for all students enrolled on these modules. This means that students on the preparation modules can continue to access and use module materials for an extended period of time, to take them through to the next SQE1/ SQE2 assessment opportunities.

Students can access recordings of live sessions, assessments and discussion boards. After the module ends, the Canvas area is not monitored by staff, so new questions on discussion boards will not be picked up and there'll be no live teaching or meetings.

Students do not need to request this – it is automatic. We very much hope that this continued access will offer enhanced support to you, as you prepare for SQE assessments.

Inclusive Learning

The College is fully committed to ensuring that its information, learning and processes are accessible and relevant to all. One of our main goals as an organisation is increase access to the legal profession and our signature learning design delivers both flexibility and accessibility.

The online nature of our programmes and personal supervisor approach gives students a high level of flexibility across a week to choose when to study.

We also believe that our modules are focused and productive, and specifically designed to achieve the learning outcomes. We feel that they offer excellent value for money and minimise additional expenses for students, such as accommodation, travel and materials.

We are monitoring closely the diversity of our students, and we are pleased to share that our students come from a variety of backgrounds, and we were able to work very closely with some who needed adjustments to successfully complete their module.

Our Programme Committee Chair leads our strategy on Diversity & Inclusion, ensuring that it is considered at the higher level in the organisation.

Virtual Study: Preparing to Succeed

Whilst many of us are now accustomed to working online and studying remotely, it may be new to others. There are small but effective steps you can take in order to maximise your chances of success whilst studying online, and ensuring that you provide yourself with a study environment which is conducive to focus, attention and your best possible performance.

Here we offer a number of tips for our students to create an effective home (or work!) study-space, which will improve your productivity.

1. Ensure you have access to the right equipment

It goes without saying that having access to the right equipment will make study more productive, and far less stressful.

We recommend having access to a computer or laptop where you can use Chrome or Firefox, or Safari for Mac. A reliable internet connection will make life much easier, so if you have an unreliable signal at home, you may wish to consider using a library or other public study area.

You want to have access to a suitable desk space, with enough space to feel comfortable. Make sure you're sitting on a chair with good lumbar support, to ensure you are protected whilst you work.

If you're working from a public study space, such as a library, you will likely want access to headphones too.

If you're working from home, you might want to decorate your study space with things that make you feel positive, like plants, photographs or scented candles.

You will want to think about lighting too. Our live teaching sessions will take place between 9am and 5pm UK time, but if you're working at night time, when it is dark, make sure you are in a well-lit space to avoid eye strain.

2. Take regular breaks

When working remotely, it can be easy to forget to take regular breaks, but do schedule these; they will improve your productivity and concentration.

At the start of your module, you will be able to see when your teaching sessions are taking place and can start to really formulate a study plan.

Within this study plan, make sure you schedule time away from your computer, perhaps taking a short walk outside, or sitting in the garden for a short period time (weather permitting!). Evidence has shown that doing something which stimulates the flow of oxygen to the brain will make your study time more effective when you return to it.

Through [Spectrum Life](#), you will be able to access various short workouts you can do from home, which you might wish to build into your weekly plan.

3. Maintain communication with others

We appreciate that when you're studying or working virtually, it can become easy to feel isolated at times.

We encourage all students to attend live teaching sessions and switch your cameras on, so you can really get to know others on your programme or module.

You might wish to set up online study groups, outside of scheduled study, or even meet with peers who live in the same area as you.

Many of our students will choose to work, at least occasionally, from libraries or cafes, to maximise their contact with others.

If you're ever feeling lonely, please do get in touch with us and we'll endeavour to support you any way we can.

Reasonable Adjustments

The College welcomes all students, including those with disabilities and health conditions that may adversely affect the ability to complete day to day studies.

We offer flexible support services that can be tailored to the needs of the student through our reasonable adjustments process. Ultimately, we wish to ensure every student has access to fair learning and assessment, feeling confident in their ability to succeed in their studies.

Our team is here to support everyone. We encourage you to share any issues related to disability, physical or mental health or wellbeing that may affect your ability to study with us, before and during the application process, and we can work individually with you to ensure you feel able to learn effectively with the College.

The Colleges' approach to reasonable adjustments

The College has a number of core expectations about the delivery of teaching. These are equally applicable to all students, but it is expected they will address a considerable proportion of reasonable adjustments that a student with additional needs may require. Please note that the following are provided as standard, so there is no need to specifically request these as adjustments:

- Resources are made available online in advance of teaching taking place.
- SLK materials are provided in hard copy and digitally.
- GDL materials are provided in hard copy and digitally.
- SLS materials are provided in hard copy and digitally.
- All live group sessions are recorded and available on Canvas after they have taken place.
- Students may miss live teaching group sessions for disability-related reasons.
- Students may require breaks during taught sessions without the need to ask for permission.
- Transcripts are available for all recorded sessions.
- Closed captions are enabled for all group sessions.
- Each student is allocated a Personal Supervisor for 121 support.

Where these expectations do not fully respond to a student's needs, the College is able to offer a range of reasonable adjustments. This means that for a reason related to a student's disability they will be allowed to do something differently to other students. Examples of reasonable adjustments include:

- Provision of extra time in timed assessments.
- Extensions to deadlines for coursework submissions.
- Receiving course materials in alternative formats (for example, a particular colour or with a larger font).
- Scheduling 121 meetings at certain times of the day.

The above list is simply indicative and is not exhaustive.

Please be advised that at the College, we do not have an in-house specialist study skills support team or scribes available.

How to apply for reasonable adjustments

If you have declared on your application form that you require adjustments for study, we will send you **Reasonable Adjustment Request Form** when you enrol. This form asks for more detail about your disability and the adjustments that you require.

If you haven't disclosed a disability or learning adjustment need during the application process, but you now wish to, please complete **Reasonable Adjustment Request Form** (available through the ServiceNow portal or for download here).

Once the Reasonable Adjustment Request Form is completed, with details of the adjustments you require, the Student Services Team will consider this, along with any evidence you have provided, to understand how we can best support you. At times, Student Services may discuss this with your Module Leader to ensure that what is requested is operationally possible.

The Student Services Team will then revert to you to confirm the adjustments we can apply. The Academic Team (your Module Leader and Personal Supervisor) will then be updated, and the adjustments will be implemented within Canvas for you.

Please note that if you are an LLM student, it's likely we will re-visit your reasonable adjustments with you as you progress through each module, to ensure you still have the support you need.

Reasonable adjustments for SQE

Please note that if you are doing SQE assessments, you will need to apply for reasonable adjustments directly to the SRA once you have registered for the exams. This is separate to The College's internal process and you can read about it [here](). We recommend that, so we can replicate any adjustments agreed by the SRA (within a virtual setting), you share the confirmation of adjustments agreed by the SRA once received. We encourage you to do this as soon as you can.

Disabled Students Allowance

Students who are enrolled on the LLM in Legal Practice may be entitled to [Disabled Students' Allowance (DSA).](https://) This allowance is paid by the government and is designed to support to cover the study-related costs you have because of a mental health problem, long-term illness or any other disability. This allowance can be on its own or in addition to any student finance you get.

The type of support and how much you get depends on your individual needs - not your household income. It does not need to be repaid.

It can be used to pay for specialist equipment, non-medical helpers, travel-related costs, or disability-related costs.

To find out if you may be eligible and to apply for DSA, please visit [this link]().

Help & Support at The College

We pride ourselves on our high-quality student support. Below we have outlined the key support mechanisms we offer all of our students.

Service Portal

Service Portal is a student platform, where students at the College can submit requests for support from the Student Services Team, the IT Support Team, or the Academic Admin Team.

The Service Portal can be accessed here, through the website, using your regular COLP log-in details.

Through the Service Portal, you can submit requests for help with anything at all, not limited to:

- Reasonable Adjustments

- Exceptional Circumstances

- Advice on student policies and Terms & Conditions

- Payment extensions or questions about Student Finance

- Mental Health support

- Transcripts

- IT support

- Timetable and scheduling queries

Requests will be assigned to relevant team, and you will receive a response within two working days. We aim to resolve all requests in full within five working days. Please note, however, that depending on the complexity of a request, this is not always possible.

Within the Service Portal, you will also find various self-help articles, to guide you through common issues or questions our students have, such as:

- Re-setting passwords

- Finding policies and application forms

- Re-enrolling on your next modules

IT Support

If you are having any problems accessing or using the learning within the Learning Portal, Canvas, or Zoom, please contact IT Support on 0207 760 7486 (Option 3) or through the Service Portal.

Support is available outside normal working hours throughout the year.

Programme or Module Enquiries

If you have any questions regarding your module content, assignments or supervisions, please contact your Personal Supervisor or Module Leader. You can email them using your Canvas Inbox. Please note that you may have more than one Personal Supervisor across your modules, if you are enrolled on the LLM in Legal Practice.

Academic Progress and Individual Support

Your Personal Supervisor is available to support you with any questions you have about your overall progress and any individual support you may need. You can email them using your Canvas Inbox.

Mental Health & Wellbeing Support

Wellbeing

We care about the wellbeing of all our students, that's why we have a comprehensive package of free wellbeing support available to everyone learning at the College. We have partnered with Spectrum Life to ensure you have all the wellbeing support you need to succeed.

Through Spectrum Life, you can access online resources relating to:

- Fitness and nutrition
- Work life balance
- Money management
- Self-care and wellbeing
- Mindfulness
- Sleep
- Family commitments

Accessing Spectrum Life couldn't be easier. You should visit the Spectrum Life [website](#) and register using your personal email address and COLP organisation access code **gfDaYT09.**

If you ever need to remind yourself of how to access Spectrum Life, details are available on each Canvas module homepage in the "Help and Support" section.

Counselling

Additionally, all of our students will be able to access the **Student Assistance Programme (SAP)** at no cost. The SAP is a confidential programme which provides you with immediate help and support in managing whatever personal, work-related or study-related issues you face, providing you with access to trained counsellors and psychotherapists. For example, you can access support in relation to:

- Depression, anxiety and stress;

- Grief and bereavement;

- Relationship or marital problems;

- Work/ study stress & work life balance issues;

As a student at the College, this is an entirely free service which you can access should you need to. You can do this entirely independent of staff at The College, if you wish, but if you do require any guidance or support, please don't hesitate to contact Student Services via ServiceNow, or your Personal Supervisor.

To access the SAP, you can call 0808 196 2016 from the UK. Our international students can access the same support by calling 00353 1 518 0277 or SMS/Whatsapp – Text 'Hi' to +353 87 369 0010.

If you ever need to remind yourself of how to access counselling via the SAP, details are available on each Canvas module homepage in the "Help and Support" section.

Mental Health First Aid

Our Student Services Team are trained in Mental Health First Aid, so if you're not sure where to seek support or what sort of support you need, please don't hesitate to contact us by phone on 020 3884 4112 (select OPTION 2) or via ServiceNow.

The Student Services Team will be able to listen to you, support you and signpost you to the most appropriate services.

Crisis Support

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If you, or a person you are concerned about is in immediate danger, please dial 999 to call emergency services.

If you feel like you might attempt suicide, or may have seriously harmed yourself, you need urgent medical help. Please:

- Call 999 for an ambulance

- Go straight to A&E, if you can

- Call your local crisis team - if you don't already have their number, you can find an urgent mental health helpline on the NHS website

If you can't do this by yourself, ask someone to help you.

</div>

If you don't want to call 999

If you can keep yourself safe for a short while, but you still need urgent advice:

- Contact NHS 111 if you live in England

- Contact NHS 111 or NHS Direct (0845 46 47) if you live in Wales

- Contact your GP surgery and ask for an emergency appointment

- Contact a local urgent mental health helpline (England only)

If you need to speak to someone right now:

Whatever you're going through, there are people you can talk to any time. You can:

- call Samaritans on 116 123 (UK-wide)

- text SHOUT to 85258 (UK-wide)

- call C.A.L.L. on 0800 132 737 (Wales only)

These services are for anyone who's struggling. They won't judge you. They're free, they're anonymous, and they're always open.

If you are concerned about another student, but there isn't an immediate danger:

If you're worried about one of your peers, but you do not feel that this is an emergency, please contact your Student Services Team (+4420 3884 4112), or if you feel more comfortable, your Personal Supervisor or Programme/Module Leader. We can offer support and guidance to you and anybody you are concerned about.

Please remember that if you are concerned about someone else being in immediate danger, you should always contact emergency services.

It can be challenging to support someone who is experiencing mental health problems and it is important to look after yourself.

There are lots of resources and coping tools available to you, should you require them. Please see the **Mind website** for advice on:

- [Helping someone else seek help](#)
- [Coping whilst supporting someone else](#)

Mental Health Crisis Helplines

Who to contact	When	How to contact them
Samaritans	24 hours a day, 365 days a year	You can call 116 123 (free from any phone), email jo@samaritans.org or visit some branches in person. You can also call the Samaritans Welsh Language Line on 0808 164 0123 (7pm–11pm every day).
SANEline	4.30pm–10.30pm every day	By phone on 0300 304 7000
National Suicide Prevention Helpline UK	6pm–3:30am every day	By phone on 0800 689 5652
Campaign Against Living Miserably (CALM)	5pm-Midnight every day	By phone on 0800 58 58 58 or if you would prefer not to talk, through the webchat service
Shout	24/7	Text SHOUT to 85258
Papyrus HOPELINEUK	Weekdays 10am-10pm, weekends 2pm-10pm and bank holidays 2pm–10pm	By phone on 0800 068 4141, by email pat@papyrus-uk.org or text 07786 209 697
Switchboard (if you identify as gay, lesbian, bisexual or transgender)	10am-10pm every day	By phone on 0300 330 0630, by email at chris@switchboard.lgbt or use the webchat service
C.A.L.L. (if you live in Wales)	24/7	By phone on 0800 132 737 or by texting 'help' followed by a question to 81066.

Student Policies and Processes

It's really important that our students familiarise themselves with the policies and processes which will govern and support them whilst studying at The College.

All of our Student Policies can be found here. Some of the most frequently used policies and processes include:

- Exceptional Circumstances Policy

- Leave of Absence Policy

- Academic Appeals Policy

- Quality Assurance and Academic Regulations

- Student Charter and Code of Conduct

- Fitness to Study Policy

On this page, you will also find the Student Terms and Conditions for the time that you enrolled at The College, which outline your obligations and rights as a student enrolled at The College.

We appreciate that policies can be difficult to interpret and we remind all students that the Student Services Team are on hand to guide you through any policy or process you need to know more about. You can submit a request relating to a Policy or a support for request understanding a Policy through ServiceNow.

To support you in understanding which Policy or process you need to go through for some common situations which can occur during study, please refer to the grid below:

Situation	Example	Policy	Process
An event has occurred that has prevented me attending or submitting a summative assessment, or has adversely impacted my performance in the assessment.	Illness Bereavement Deterioration of a long-term condition Being a victim of a crime Computer or internet issues Religious reasons	**Exceptional Circumstances Policy**	Complete an Exceptional Circumstances request via ServiceNow, within 5 days of the assessment, and submit with evidence.
I need to pause my studies and resume at a later date.	Health Maternity/ paternity Personal or domestic problems Bereavement Financial difficulties	**Leave of Absence Policy**	Complete a Leave of Absence Application Form and return it via ServiceNow, with evidence. LOA applications should be submitted as soon as feasibly possible.

| I have received a transcript confirming my grade(s) and wish to appeal a grade. | Procedural irregularity or administrative error

Significant, relevant and uncontrollable circumstances which couldn't have been previously disclosed

Evidence of prejudice or bias | **Academic Appeals Policy** | Complete an Academic Appeal Form and return it via ServiceNow.

This should be submitted within 10 working days of receiving confirmed grades, clearly identifying the grounds for the appeal and providing evidence. |
|---|---|---|---|
| I want to transfer to a later intake of my module/ programme, or switch modes (e.g. full-time to part-time). | I am enrolled and have started my module, but want to change the dates or my mode of study. | **Student Terms and Conditions** | Depending on when you enrolled, your Terms & Conditions will specify the timeframe in which you can transfer to another intake or mode of study (this will either by in the first two weeks of the module, or the first four weeks of the module).

Please note that there may be a Transfer Fee payable to facilitate the enrolment change. |
| I would like to pause or defer my studies because I have failed an SQE assessment. | I sat SQE1 and failed. I'd now like to put my LLM studies on hold until I have passed. | **Student Terms & Conditions** | Your ability to transfer will depend on when you request the change – see above.

We recommend you discuss your options with Student Services.

Failure of SQE is not, in itself, grounds for a Leave of Absence and there is no automatic right to deferral as a result of SQE failure. |

I want to withdraw from my module/ programme entirely	I have decided not to continue with a programme or module I have started.	**Student Terms & Conditions**	You can request to withdraw from your module/ programme at any time by submitting a request through ServiceNow. Please be aware that you may be liable for module fees or eligible for a refund, as outlined in the Fee Schedule.
I have not been engaging with my programme or module because of personal circumstances.	Due to circumstances external to study, I have not been able to attend 121 appointments or submit assessments.	**Student Charter & Code of Conduct**	There is an expectation of participation and attendance, from all students at The College, throughout a module. If you do not engage, you will likely be contacted by your Personal Supervisor or the Student Services Team. It is possible that if you continue not to engage, you will be withdrawn from your programme or module. **Please ensure you speak with us if you are experiencing any difficulties which make it hard for you to attend or engage.**
I have failed an LLM module or want to leave part-way through the programme. Can I still achieve a qualification?	I failed my SLK assessment. I want to continue with the LLM programme, but will I still be able to achieve the Masters award?	**Quality Assurance and Academic Regulations**	To achieve an LLM, you are required to pass 180 credits of study. If you fail a module, you will not be able to achieve the LLM award, but you could achieve a Certificate or a Diploma. Speak to our Student Services Team if you require any help interpreting the regulations around step-off awards.

Finance and Fees

We understand that funding postgraduate study is challenging for many students and that you need to make an informed decision, prior to starting a programme or module, about whether you'll be able to pay your fees.

At the College, we offer as much flexibility as possible with regards to module fees. All students have the option of paying their fees in instalments (the number of instalments is entirely dependent on which module or programme you have enrolled on to). Our Fee Schedule is viewable here, before you even submit an application.

When a student enrols on a programme or module, they are sent an invoice detailing instalments by date, to enable forward-planning.

Employer-Funded

Students who are funded by employers can notify us of this during the application process. If you tell us you are employer-funded, we will ensure that your invoice for module fees is directed to your employer instead of you, so that you're not chased unnecessarily. We require your employer's details in order to facilitate this re-direction.

Many of our partner firms have been provided with corporate discount codes which can also be entered in your application form, meaning your fees will be discounted. If you aren't sure what your corporate discount code is, or want to know if one is available, contact Student Services.

Postgraduate Loans

Students who enrol on the full-time or part-time LLM in Legal Practice may be eligible for a postgraduate loan through Student Finance England, Student Finance Wales or Student Finance Northern Ireland.

The loan can be used to cover module fees, SQE fees and living costs. It is paid directly to you and it's your responsibility to pay College fees from your loan (as detailed in your invoice).

Your eligibility for funding will be assessed by these organisations and varies in each country. Further information can be found using the links below:

- Student Finance England

- Student Finance Wales

- Student Finance Northern Ireland

In order to receive your postgraduate loan funding, the College must confirm your registration on the programme. This is typically done in the two weeks prior to the first module starting. Students who are confirmed as registered will have:

- Accepted their place

- Paid their deposit

- Typically paid their first instalment, **or** provided evidence of loan eligibility and payment dates

If you withdraw from your programme, transfer to another intake or take a Leave of Absence, Student Finance will be notified of this change. This will likely impact your future payments and you are advised to speak to the relevant organisation directly to understand how your Postgraduate Loan payment schedule will change.

GDL Discount

If you have completed the Graduate Foundation in Law or Graduate Diploma in Law with us, you will be eligible for a 10% reduction on your fees for SQE preparation or the LLM. If you are re-enrolling and want to ensure that you receive this discount, please enter discount code **GFL10** or **GDL10** in to your application form. We will, of course, check that all students entering this discount code have completed this programme with us.

Financial Difficulty

At The College, we recognise that the rises in cost-of-living present challenges to students and may make it difficult to focus on study. Whilst our Student Services Team are always here to support and guide you, you may also find [Spectrum's](#) Money Management Plan videos a helpful resource. This short set of videos offers advice on budgeting, tackling debt and managing during the cost-of-living crisis.

If you know that you have an upcoming fee instalment due, and you will struggle to make payment, please contact Student Services. We're as supportive as possible in offering payment extensions and bespoke payment plans, but we can only support you if you talk to us. If you miss a payment and you aren't in touch with us, this could result in withdrawal.

Student Discounts

As a student at The College, you are eligible for a TOTUM PRO membership, which will give you access to over 350 discounts. Signing up for a TOTUM PRO membership is now easier than ever.

TOTUM PRO is the NUS approved membership card and app, which provides access to hundreds of discounts, coupons and giveaways. You can review all of the benefits that are included with the TOTUM PRO membership **here**.

If you would like to register with TOTUM PRO you can now upload your proof of study directly to your application (**for COLP students, this could be a screenshot of your enrolment confirmation email sent to you when you enrolled**).

Please follow this simple process to sign up:

- Head to totum.com and select the 'Join now' option;
- Select the TOTUM PRO membership type and either 1, 2 or 3 years duration;
- Register your personal email address and set a password;
- Confirm your name and date of birth;
- Enter your place of study as **The College of Legal Practice**;
- Now select '**Verify your document**' and upload evidence of your enrolment. The easiest thing to upload is a screenshot of your enrolment confirmation email (sent to you when you accepted your place). Please ensure that your name and place of study are visible on the email screenshot, as well as the date you received it. **If you need us to re-send this to you, contact us via ServiceNow.**
- You can now submit your order for membership and the TOTUM support team will review and approve your application within one working day.

If you have any questions or difficulties with this process, please contact Student Services via ServiceNow.

Student Voice

YOUR EXPERIENCE AT THE COLLEGE IS OF PARAMOUNT IMPORTANCE TO US

Although delivered exclusively online, we hope you will find the College to be a community which embraces diversity, fosters real-life learning and is a space where you can feel connected to others.

We believe in forming a true collaboration and partnership with our students. We will always be transparent about the feedback we receive and share with the student body the actions we will take following the feedback.

Whatever your feedback may be, we really do want to hear from you. Please feel free to reach out to your Personal Supervisor at any time, or contact Student Services by phone on 020 3884 4112 or via ServiceNow.

Informal Feedback

Every student is assigned a Personal Supervisor, who also acts as a subject Supervisor, who they can contact for pastoral support. You are encouraged to feedback directly to your Personal Supervisors throughout your time at the College, who will provide any feedback directly to Programme and Module Leaders and/or Student Services.

You can also submit feedback to Module Leaders at Town Hall Meetings or via Canvas Discussion Boards.

Our Student Services Team are also on hand throughout your time at the College to listen to your comments and concerns. The team are always happy to receive feedback from students and will work closely with other teams at The College to implement change.

We really encourage our students to make the most of these informal feedback channels so that we can respond to you as quickly as possible and ensure you are getting the most out of your experience at the College.

You may also notice that, on occasion, we circulate surveys to students about things we're focusing on developing. We also run focus groups and invite students to participate. It's very important for us to know that the changes and developments we're making are things that are going to benefit our students.

Formal Feedback

As well as informal feedback, we have a number of mechanisms for formal feedback to ensure your voice is heard.

You will be invited to complete questionnaires at the end of your modules. The findings from the questionnaires are used to shape the future delivery of the programmes, and where necessary, we will respond directly to cohorts about their experiences.

Student Representatives and SSLCs

We invite expressions of interest for the Student Representative (Student Rep) role at the start of each programme. Student Reps are very important to us; they represent the student voice at The College. Student Reps play an important and valued role in providing feedback to the College of Legal Practice on issues which are important to our students. Our Student Reps tell us, on behalf of their peers, what they're enjoying about their learning experience and what they think we could do differently.

Student Reps work in partnership with the College and staff, to help influence and shape the future development and ongoing improvement of learning at the College.

The primary role of a Student Rep is to effectively listen, collate and communicate the views of all the students they represent, feeding back regularly to Module and Programme Leaders before Town Hall Meetings, and taking thematic feedback to Staff Student Liaison Committee (SSLC) meetings.

Please keep an eye out for Canvas announcements and drop-in sessions about Student Rep recruitment, or contact Student Services via ServiceNow if you'd like to express an interest in becoming a Rep.

Staff Student Liaison Committees

The Staff Student Liaison Committee is an integral forum which actively participates in the governance of the College. Attended by the Student Representatives, senior Academic Members of the College and members of the Student Services team, the SSLC is a space for information and feedback sharing both from the Student Body to the College and from the College to the Student Body.

SSLC meetings provide a platform for Student Representatives to share current issues, practices and proposals in order to work together to best support students.

An action plan will be agreed from the meetings and shared with the whole student body.

The Committee will be involved in agreeing the Programme Evaluation Report, which is presented to our most senior academic committee, the Programme Committee, at the conclusion of a programme of study, to ensure your voice is heard.

Sharing your experiences studying at the College

As a small, but growing organisation, we really welcome students sharing their experiences of studying with us publicly on their social media channels and through review websites. Please do share that you are studying at the College on your LinkedIn Profile and follow us on LinkedIn.

As you progress through your programme, you can also share your experiences with others through:

- Trust Pilot

- Reddit

- The Corporate Law Academy's SQE forum

If you are a keen content creator, you might like to know that the College runs an ambassador scheme, where for a 10% discount off the course fees, you agree to share your experiences of studying with the College and the SQE through events, socials and videos. If you are interested in hearing more please email Alice Payne.

Student Hub

The Student Hub is accessible from the point of enrolment through the College [website](#). The Student Hub has three main functions:
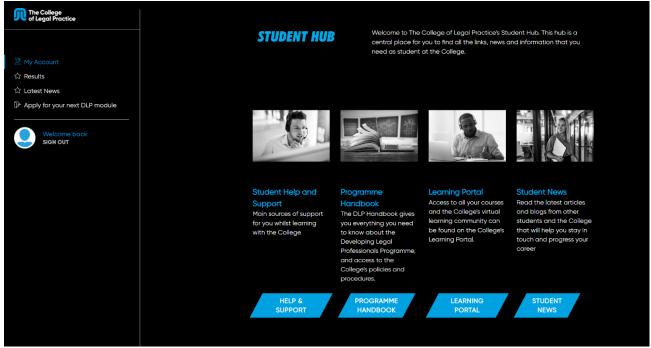
Re-enrolling

If you are enrolled on the GDL or a DLP module, and want to choose your next module, this is the most straightforward way to do this. You simply sign in and click on "Apply for your next DLP module", and select the module and intake you wish to enrol on to. This will enable you to bypass the whole application form.

Viewing confirmed grades

Once your grades have been confirmed by the Assessments Panel, they will be viewable on the Student Hub. You'll also receive a digital transcript confirming grades, but the Student Hub is a quick and handy way to quickly view your grades to date. Please note that provisional dates will not appear on here; they will only pull through when ratified by the Panel.

Keeping up to date with College news

Our weekly student newsletter, which includes updates and opportunities for all of our students, is uploaded each week to the Student Hub. It will also be emailed to you via Canvas announcement. Please do engage with these newsletters; they're a fantastic way of engaging with the College community and ensuring you don't miss exciting opportunities to attend events, apply for roles, and receive support.

The College of Legal Practice

The College of Legal Practice is a postgraduate accredited law school based in the UK.

The College specialises in the SQE, having supported students through every SQE assessment, with excellent student feedback.

The College's SQE preparation courses are highly flexible, accessible and available at competitive prices. Their unique online learning design offers a high level of individual support for every student, including advice on whether they will pass the SQE.

The College has a not-for-profit parent company, based in Australia, and a growing number of clients including Reed Smith and Browne Jacobson, Manchester Law School and Middlesex University.

Contact Us

Web: www.collegalpractice.com
Email: studentsupport@collegalpractice.com
Tel: 020 3884 4112

Keep in touch