



SQE  
Student Handbook

barbri<sup>®</sup>

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# Student Handbook

The Student Handbook is a guide for students taking the **SQE Prep courses with BARBRI**. Please take time to read through everything carefully and make sure you understand the resources available to you as you complete your studies.

In addition to this Handbook, you will receive your **SQE Prep Welcome Pack** through your Personal Study Planner which provides detailed information on the course.

The rules, regulations and policies outlined in this Handbook form part of the agreement between you and BARBRI, they will act as a guide for you throughout your time with us.

You can find more detail on this Agreement in the BARBRI SQE Terms and Conditions.



2.3 If you have any questions regarding any of the information included in this handbook, please contact: [ukstudentservices@barbri.com](mailto:ukstudentservices@barbri.com)

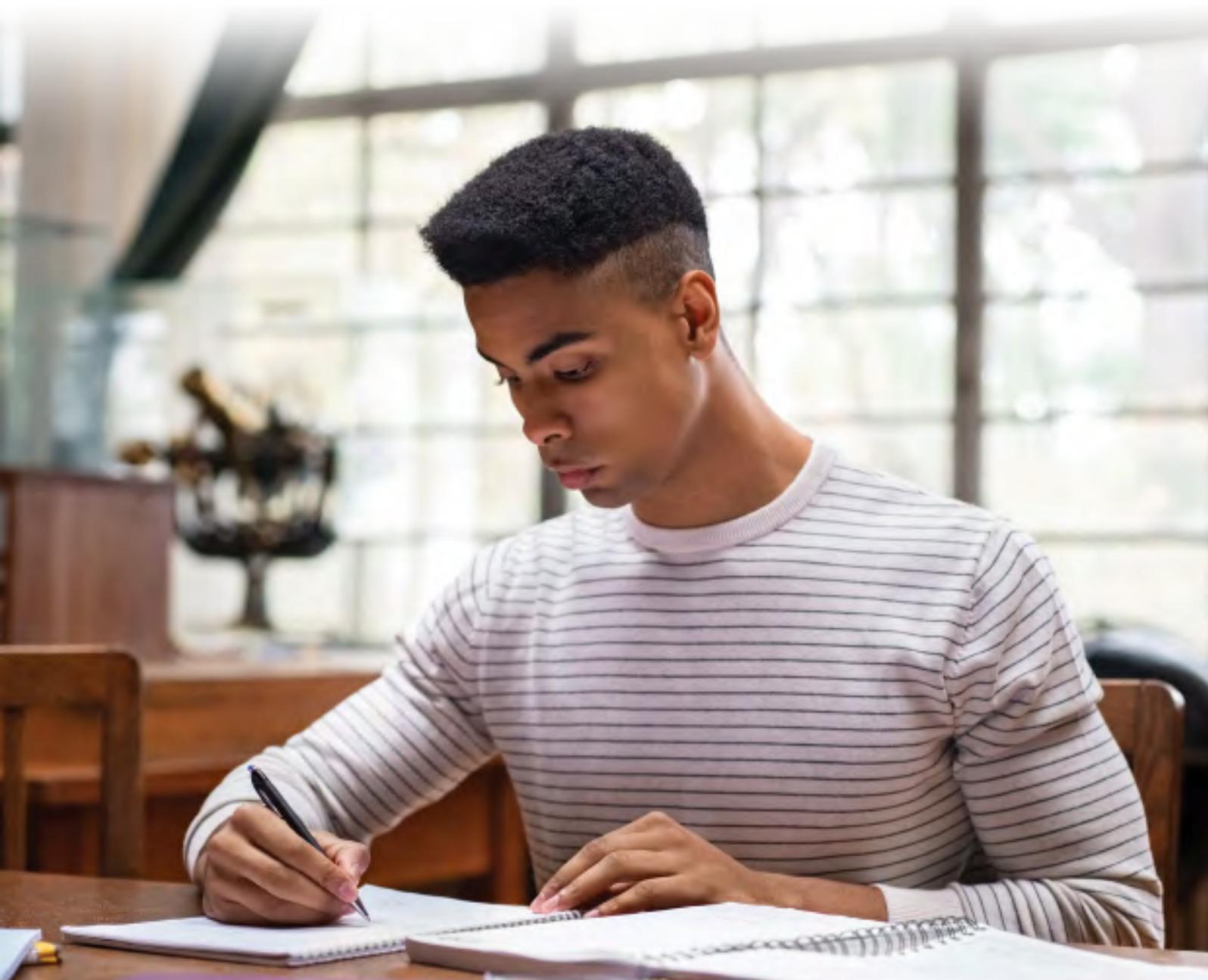
# Welcome to BARBRI

The BARBRI team welcomes you onto the **SQE Prep course**. You are now part of the BARBRI Global community.

BARBRI is a leading global education provider, our teaching is rooted in learning science. Our courses are designed by an experienced team of subject matter experts using world class technology.

BARBRI is a supportive and encouraging community. Our team will help and guide you through your studies and ensure that you make the most of your learning experience.

This Handbook will provide you with information on the range of support services we offer to our students. If you have any questions, please contact [ukstudentservices@barbri.com](mailto:ukstudentservices@barbri.com) and we will be happy to help you.



# IT Support

BARBRI provide all students with an [IT requirements document](#). The document provides detailed guidance on setting up your device for the BARBRI courses. You can review the document through the link provided in the Policy section below.

## Technical requirements

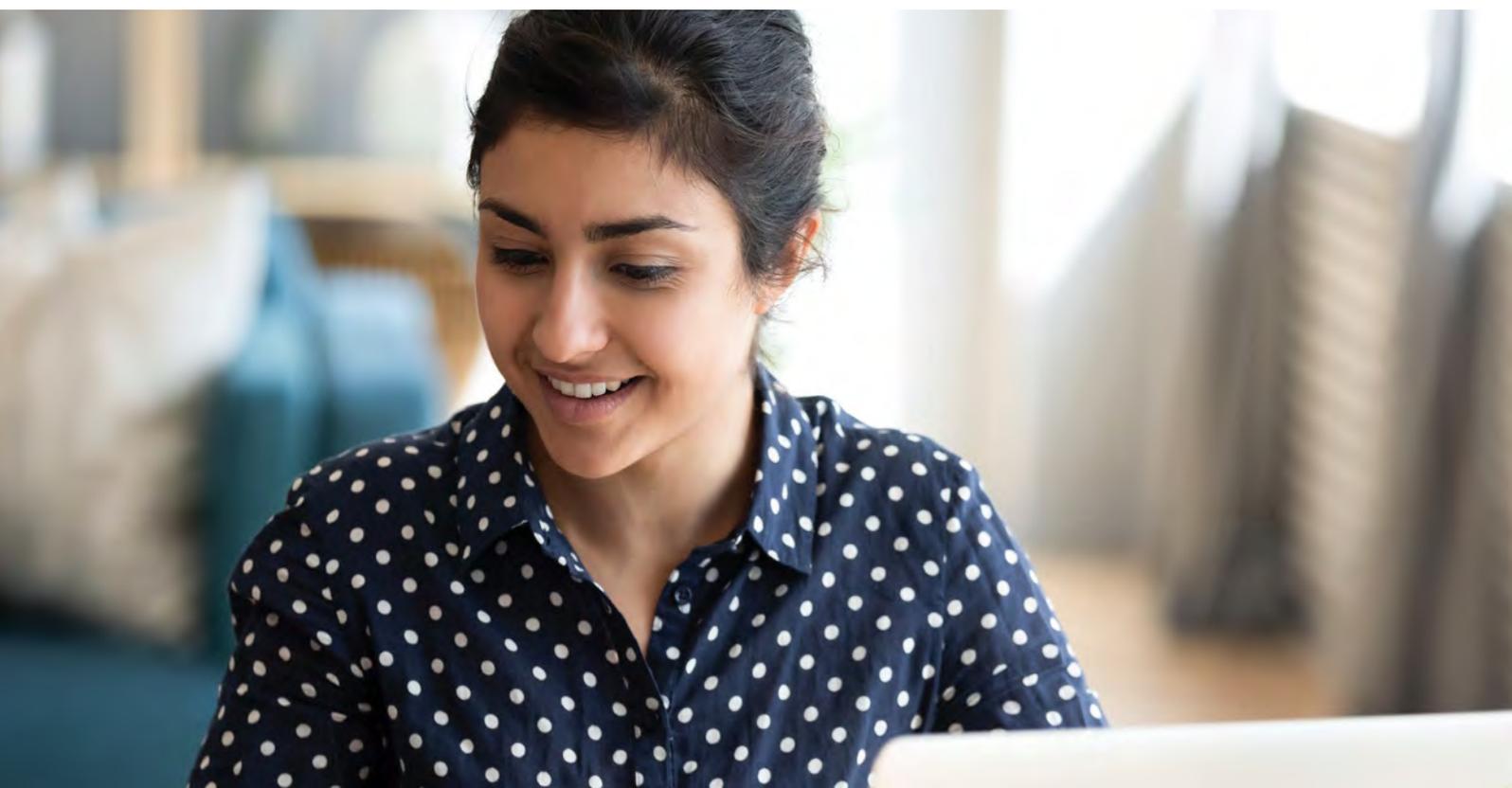
Google Chrome is our suggested internet browser for using BARBRI.com. If you are using a Mac, please download [Google Chrome](#) or [Safari](#) for the best experience. If you are using a PC, please download [Google Chrome](#) or [Mozilla Firefox](#) for the best experience.

## Internet connection requirements

High-speed Internet access, such as DSL, cable, or T-1, is required. Download bandwidth of 3Mbps or higher is recommended. The quality of the video stream can be impacted by the volume of Internet traffic at the time of transmission or by ISP service issues. BARBRI is unable to control ISP or internet traffic issues and recommends that along with working with the BARBRI Student Services Team, you consider contacting your ISP as part of internet troubleshooting steps.

## Contact Details

If you do experience technical problems, please contact the **Student Services Team** at [ukstudentservices@barbri.com](mailto:ukstudentservices@barbri.com) or by calling **+44 (0) 20 8396 0879**. Our offices are open 9am – 6pm GMT, Monday to Friday.



# Financial Support

BARBRI offers student support in every aspect of exam preparation. As an education provider, we understand that financing the SQE courses can be a hurdle for students. As such, BARBRI provide the following to assist you in financing the course:

- 1. SQE Scholarships**
- 2. Flexible in-house payment plans**
- 3. Partnering with trusted external financiers to give students access to funding for their studies if required**

## Visa support

BARBRI is not in the position to sponsor Tier 4 Visa's for international students. More information regarding visas can be found on the UK government website.

## Healthcare costs

As a student and / or a visitor to the UK you have access to several healthcare services provided by the National Health Service (NHS) and independent providers.

The UK operates a government-funded National Health Service (NHS), which provides medical and healthcare services that everyone living in the UK and EEA nationals can use without being asked to pay the full cost of the service. From 6 April 2015, non-EEA nationals need to pay a health surcharge when applying for a visa to stay in the UK for over 6 months, unless they are exempt.

Those who have paid the surcharge (or who are exempt from having to pay it or have had the requirement waived) can use the NHS on a similar basis as an UK and EEA national while their visa remains valid. These students will still need to pay for certain services, including prescriptions, dental treatment, and assisted conception services.

Individuals who have a visitor visa and those with a visa for under 6 months need to pay for any healthcare at the point of use, unless an exemption from charge category applies.

All students should register with a doctor (commonly referred to as a GP – General Practitioner) on arrival in the UK. To register, find your local GP Practice at: [www.nhs.uk](http://www.nhs.uk). For further advice and guidance on NHS entitlements for individuals visiting or temporarily living in the UK, or for visitors from EU countries (including Norway, Iceland, Liechtenstein, and Switzerland) or for visitors outside of the European Economic Area (EEA) visit the NHS website.



# Diversity & Inclusion

As a global training provider with students across the world, BARBRI believes in equality, diversity, and inclusion. No person should experience any discrimination for any reason. BARBRI recognises and endeavours to protect persons who have one or more of the defined protected characteristics as set out in the Equality Act 2010 (Protected Characteristics).

BARBRI has set out an extensive list of the behaviours they prohibit in the learning environment in their Diversity and Inclusion Policy, Bullying and Harassment Policy and Procedure documents, Safeguarding Policy and Student Conduct and Misconduct Policies. There are links to all documents provided below.

The types of discriminatory behaviour prohibited include but are not limited to: bullying, harassment, deliberately offending, undermining, or excluding others. BARBRI will take complaints of bullying or harassment based on one of the Protected Characteristics, very seriously. Students, staff, contractors, and any other parties associated with BARBRI are expected to adhere to all BARBRI Policies.

BARBRI promotes the following principles of dignity and respect towards one another:

- Maintaining a healthy learning and working environment.
- Proactively working towards the elimination of bullying, harassment, and victimisation, by building an inclusive culture, raising awareness, and ensuring we have transparent effective mechanisms by which complaints can be addressed.
- Encouraging everyone to play a role in creating and maintaining an environment in which harassment, bullying, and victimisation are understood to be unacceptable and people feel comfortable raising complaints, feel they are heard, and know that appropriate action will be taken.

If you experience any form of discrimination whilst studying at BARBRI, please contact the Student Services Team at [ukstudentservices@barbri.com](mailto:ukstudentservices@barbri.com). You can also reach out to your designated learning coach or tutor via your Personal Study Plan. Details on our informal and formal complaints procedures are listed in our Student Complaints Procedure and Bullying and Harassment Policy and Procedure documents. Please refer to these documents for guidance on raising a complaint (linked below).

Organisation	Support
STONEWALL	Empowering LGBT people to be their authentic selves, enabling them to realise and achieve their full potential, and empowering LGBT people and allies to create positive change.
SHOW RACISM THE RED CARD	A safe place to talk, listen and learn about racism.
EQUALITY & HUMAN RIGHTS COMMISSION	Promoting and upholding equality and human rights ideals and laws across England, Scotland and Wales.



# Disability Support

If you have a disability, specific learning difficulty, physical or mental health condition, please make us aware so we can help support you in your studies. If you require reasonable adjustments on your SQE Prep course, please complete the form provided and return it to [UKStudentAdjustments@barbri.com](mailto:UKStudentAdjustments@barbri.com).

It may be difficult to provide accommodations in a timely manner if we do not receive your request 30 days before the course starts. Disclosing your disability will not affect your chances of enrolling onto an SQE Prep course. However, students should ensure they are Fit to Study before they commence an SQE course with BARBRI. More information can be found in our Fitness to Study policy, linked below.

If your disability arises after you have enrolled onto an SQE Prep course, please let us know by emailing [UKStudentAdjustments@barbri.com](mailto:UKStudentAdjustments@barbri.com).

If you are a returning student, requiring reasonable adjustments, please contact [UKStudentAdjustments@barbri.com](mailto:UKStudentAdjustments@barbri.com) to ensure your requirements can be met.

If we can't provide the support you need, or if there are overriding concerns about health and safety or professional fitness to practice requirements, we will explore the available support options together so that you can make an informed choice about enrolling onto an SQE Prep course.

BARBRI provides support for the SQE Prep course. **If you require additional support or reasonable adjustments for your SQE assessment, you will need to apply separately to the exam provider.** We recommend you contact the exam provider as soon as possible to ensure that they can accommodate your needs during the assessment.

## Support need form and evidence

You should indicate what sort of support / reasonable adjustment you need on the course, i.e., extra time, large font, etc when filling out the form. We will not determine the type of support you may need.

We advise you complete your reasonable adjustments request with the exam provider first so that you know the type of support you are entitled to in the exam. BARBRI will do its best to implement the same or similar supports into your learning / assessment, where possible. This is more relevant for SQE2 assessments as the SQE1 mock timer counts up rather than down so if you need extra time you can keep track and allow yourself the extra time. The BARBRI team can help you calculate how much extra time exactly you need to allow i.e. what is 25% extra time equivalent in minutes against total exam time.



# Evidence for each disability

BARBRI have set out the evidence required if they are to consider a student's disability, illness, or condition for special accommodations or other purposes. The provision of any accommodation should be applied for through the method mentioned above and should include the requisite evidence listed below. The following conditions apply to each application:

- BARBRI considers each student's situation on a case-by-case basis
- All evidence must be in English to ensure BARBRI can make an accurate assessment
- Evidence should indicate that your disability / condition is ongoing. Specifically, that it has lasted (or is predicted to last or may well last) 12 months or more. If your condition is a temporary condition e.g., broken arm, the evidence should state this and the length of time you are likely to be affected by the condition
- Where possible the evidence should indicate how your disability / condition may affect your studies
- Students should check the Fitness to Study Policy if they are re-joining the course and determine if they are fit to study for the duration of the course before they re-enrol
- BARBRI will aim to support students and make reasonable adjustments however it is your responsibility to ensure that you are fit to study

Disability/Condition	Evidence we require
ALL DISABILITIES	<p><b>Disabled Students' Allowances (DSAs) needs assessment report</b></p> <p>If you already have a have DSA needs assessment report this will make specific recommendations for reasonable adjustments to teaching and assessment, and we can use it as evidence of your disability/condition. We can also accept a DSA needs assessment report from a previous course or another institution as evidence.</p>
ADD or ADHD	<p><b>Diagnostic report from an AD(H)D specialist or a doctor/consultant letter</b></p> <p>This report should indicate that an attention deficit condition has been identified. If you believe you have ADD or ADHD and do not have a diagnostic report, contact your own doctor to find out if there is a diagnosis on your record and to discuss options.</p>

## Evidence for each disability

Disability/Condition	Evidence we require
AUTISM SPECTRUM CONDITIONS (including Asperger syndrome or high-functioning autism)	<p><b>Diagnostic report from an autism specialist or a doctor/consultant letter</b></p> <p>This report should state that an autism spectrum condition has been identified. If you believe you have an autism spectrum condition and do not have a diagnostic report, contact your own doctor to find out if there is a diagnosis on your record and to discuss options.</p>
<p>DYSLEXIA, DYSPRAXIA, DYSCALCULIA</p> <p>(maths specific weakness) or dysgraphia (writing difficulty, such as slow writing or writing that is difficult to read)</p>	<p><b>Dyslexia, Dyspraxia, Dyscalculia or Dysgraphia</b></p> <p><b>Post-16 diagnostic assessment</b></p> <p>This assessment should be done by a chartered or educational psychologist or specialist teacher. It should indicate that a specific learning difficulty such as dyslexia, dyspraxia, dyscalculia or dysgraphia has been identified.</p> <p>Where you have a diagnostic assessment from before you were 16, we might be able to use it but it will depend on how it was done and what it says. If you send it to us we can advise if it is suitable</p> <p><b>OR</b></p> <p>JCQ (school) records. If you have JCQ (Joint Council for Qualifications) records</p> <p>JCQ (school) records. If you have JCQ (Joint Council for Qualifications) records, send them to us with your other evidence. JCQ records are not enough for reasonable adjustments on their own but if they are all you have, please send them so we can advise you further.</p> <p>Alternative evidence for Dyspraxia may include a report from a chartered or educational psychologist. We can also accept an occupational therapist's report or a doctor / consultant letter identifying dyspraxia.</p>
<p>HEALTH CONDITIONS (including arthritis, epilepsy, diabetes, cystic fibrosis (CF), narcolepsy, repetitive strain injury (RSI), cancer, HIV, hepatitis, multiple sclerosis (MS), Crohn's disease, lupus, or CFS/ME)</p>	<p><b>Doctor/consultant letter</b></p>
HEARING IMPAIRMENT, deaf	<p><b>Doctor/consultant or audiologist letter</b></p> <p>An audiogram is not sufficient without a letter from a doctor/consultant or audiologist to explain the audiogram.</p>

## Evidence for each disability

Disability/Condition	Evidence we require
MENTAL HEALTH DIFFICULTIES (including depression, anxiety, eating disorders, obsessive-compulsive disorder (OCD), bipolar affective disorder, personality disorders, or psychosis)	<b>Doctor/consultant or psychiatrist letter</b>
MOBILITY DIFFICULTY (including paralysis, back problems, scoliosis, chronic pain, or using a wheelchair)	<b>Doctor/consultant letter</b>
VISUAL IMPAIRMENT, blind	<b>Doctor/consultant letter</b>



# Reasonable adjustments

BARBRI do not provide recommendations of reasonable adjustments. It is the students responsibility to inform BARBRI of the type and level of support required for them to take SQE Prep Course. When a student provides BARBRI with this information, BARBRI will try to accommodate those requests.

BARBRI systems are generally compatible with applications and software that help with eye / reading impairments etc.

BARBRI accept and explore recommendations based on evidence provided of a disability. This will include assessing what support has worked well in the past (your normal way of working); and course requirements.

Adjustments BARBRI may be able to organise include alternative course arrangements such as extra time, rest breaks, or using a PC, providing teaching materials in large print or an electronic format.

There are certain circumstances that cannot be provided for by way of adjustments, including; reasonable adjustments to competence standards, adjustments that could cause a health and safety risk to others, or adjustments for an unforeseen event, such as an unexpected illness or injury.

BARBRI will generally need notice of 30+ days to provide any available reasonable adjustments to the student.

# Use of data for reasonable adjustments

The information that you provide will be used to enable us to liaise with those colleagues who need to know about the support that you require.

Your data will not be disclosed for other purposes without your consent, except where there is a legal obligation to do so or where exceptional issues of personal safety arise.

The information will be processed and held in BARBRI's administration systems and used for the administration of your academic-related support and any other legitimate purpose. In doing so, BARBRI will always observe the data protection principles embodied in the General Data Protection Regulation.

## USEFUL LINKS

- AbilityNet - supports people of all ages, living with any disability or impairment to use technology to achieve their goals at home, at work and in education.
- Royal Institute for the Blind – supports students with learning difficulties, health problems or disabilities.
- British Dyslexia Association - is a voice for dyslexic people.
- Dyspraxia Foundation - offers help and advice to people with dyspraxia.
- National Institute for Deaf People (RNID) – is the UK's leading charity supporting people with hearing loss, deafness, and tinnitus.
- The Disabilities Trust – is a leading national charity offering specialist community-based and residential support for adults with acquired brain injury, complex physical or learning disabilities and for people with autism, including those in education.
- SANE Mental Health Awareness – support people affected by mental illness and aim to ensure that no person in crisis, distress or despair is alone.
- Educational Guidance Service – is a team of Educational and Occupational Psychologists who have a wealth of experience working with children, young people and adults who are experiencing specific learning difficulties and social and / or emotional problems.

# Student Health Funding

## The Student Health Association

Gives bursaries (up to £500) to support disabled students to keep up with their studies. Students must be studying full-time (or nearly full-time).

## Funding for everyday living personal or medical care

UK residents who are not currently funded for everyday living, personal, or medical care but might need support as part of your studies, can contact local Social Services for advice and consider applying for Disability Living Allowance (DLA) and/or Personal Independence Payment (PIP).

## Get funding from your home country

If you are an overseas student, you should find out if there is any funding available in your home country before coming to the UK. You cannot apply for UK government funding to pay for study support. If there is funding available in your home country to pay for study support, apply for it before coming to the UK.

## Snowden Trust

The Snowdon Trust gives grants (up to £5,000) to support physically and sensory disabled students to attend university. Grants can be for equipment or essential study needs.

## Useful Links:

### [AbilityNet](#)

AbilityNet supports people of any age, living with any disability or impairment to use technology to achieve their goals at home, at work, and in education.

### [Royal Institute for the Blind](#)

Help if you're a student with a learning difficulty, health problem, or disability.

### [Dyslexia Association](#)

The British Dyslexia Association (BDA) has been the voice of dyslexic people since 1972.

### [Dyspraxia Foundation](#)

Offering help and advice to people with dyspraxia

### [Action on Hearing Loss](#)

The UK's leading charity supporting people with hearing loss, deafness, and tinnitus.

### [The Disabilities Trust](#)

A leading national charity offering specialist community-based and residential support for adults with acquired brain injury, complex physical or learning disabilities, and for people with autism, including those in education.

### [SANE Mental Health Awareness](#)

We believe that no-one affected by mental illness should face crisis, distress, or despair completely alone.

### [Educational Guidance Service](#)

Our large team of Educational and Occupational Psychologists have a wealth of experience working with children, young people, and adults who are experiencing specific learning difficulties and social and/or emotional problems.

# Wellbeing & Mental Health

Maintaining a healthy body and mind is vital to your study success but we recognise that students may have concerns about their psychological or emotional wellbeing at any given point during their studies. To support students experiencing these difficulties, BARBRI has created a student wellbeing and mental health resource available to our SQE students. It is free and can be found in our CareerHUB platform. It comprises a comprehensive suite of content, tools and links to external sources for anyone who requires support and guidance.

The content ranges from guides on sleep, routine, mindfulness, stress, burnout and multi-tasking to articles and videos on positive thinking, coping with pressure and tips for mindfulness.

If you feel you need additional support and signposting to external resources for mental health related issues, we offer the services of three BARBRI employees as Mental Health First Aiders.

## **Each Mental Health First Aiders are trained and certified and have:**

- An in depth understanding of mental health and the factors that can affect wellbeing;
- Practical skills to spot the triggers and signs of mental health issues;
- Confidence to step in, reassure and support a person in distress;
- Enhanced interpersonal skills such as non-judgemental listening;
- Knowledge to help someone recover their health by guiding them to further support - whether that's self-help resources, external counselling services, the NHS, or a mix.

You can find these resources and learn more about our Mental Health First Aiders in our CareerHUB platform.

BARBRI has identified several support services, detailed below, which students can access free of charge and confidentially. These services offer a range of online and telephone services including discussion groups, access to self-help materials and support helplines. Please find a non-exhaustive list below:

**Lawcare**

**Mind**

**Side by side**

**Office for students**

**Rethink mental illness**

We recommend that any student with concerns relating to their mental health and wellbeing access these services to gain initial advice and support. You can also discuss any concerns, academic or non-academic, with your learning coach or tutor. If you are concerned you may be unable to continue with your studies and are looking to defer or pause your studies, please contact the Student Services Team at [ukstudentser-vices@barbri.com](mailto:ukstudentser-vices@barbri.com) who will be able to advise you on available options.

## **FITNESS TO STUDY**

BARBRI will set out options for students suffering from any situation that is causing a major impact on that student's life and studies. These situations may include but are not limited to mental, emotional, or physical illnesses, disabilities, financial issues, bereavement, redundancy, etc. Where a student finds themselves faced with personal circumstances and as a result are unable to continue with their chosen course of study this policy will apply.

At the time where a student wants to re-enrol on a later course with the Company, they will be asked to provide relevant evidence that they are fit to study on the proposed course. Where a student has deferred due to physical or emotional illnesses or disabilities as set out in the Equality Act 2010, the Company will require a declaration that the illnesses are no longer going to affect the students' studies before they can re-enrol. This declaration can be found in the Fitness to Study Policy. The form can also be requested from the Company if the situation arises. This is for the best interest of the student. The Company wants to ensure that their studies do not adversely affect the student's health and wellbeing.

## **EMERGENCY OR CRISIS SUPPORT**

We understand that from time to time, students may find themselves in an emergency situation where they require immediate support. We have set out the links to a number of organisations below where students can get online or telephone support if required:

- Give us a shout;
- Domestic violence helpline;
- Rape crisis centre website;
- Emergency ambulance or police services – Call 999; and
- Non-emergency police services – Call 101.

## **SAFEGUARDING**

BARBRI is committed to ensuring that it fulfils its responsibilities in safeguarding any vulnerable adults who may be at risk of harm or exploitation, including abuse or concerns over students being drawn into terrorism (the Prevent Duty).

Any student who is concerned about themselves, or another vulnerable adult should directly contact their learning coach, tutor, or the Student Services Team at [ukstudentservices@barbri.com](mailto:ukstudentservices@barbri.com) for advice on how we can assist with any safeguarding issues. Please refer to BARBRI's safeguarding policy which sets out protocols when safeguarding issues arise.

# English & Numeracy Support

There are no formal English language requirements for the SQE, however, a 7.5 IELTS score is recommended.

Our SQE Prep course has been developed on the assumption that all students have this requisite level of English. The SQE assessments also require you to have a high level of speaking, reading, and writing ability in the English language and you will be required to demonstrate all of these skills during the assessments.

If you need additional support with any of these skills or other skills such as numeracy, we recommend that you undertake additional independent learning in these areas. The websites below may assist you in developing your general communication and numeracy skills.

- [Online English level test | Learn English \(britishcouncil.org\)](#)
- [Skills You Need - Helping You Develop Life Skills](#)
- [The Skills Toolkit](#)



# Careers & Employability

## Career and employability support with you in mind

BARBRI has helped over 1.3 million lawyers across the world pass the U.S. bar exam over the past 50+ years.

Our alumni are successfully employed at companies and law firms throughout the United States, UK, and around the world, at reputable organisations and industry leaders including, but not limited to, Linklaters, Allen & Overy, Baker McKenzie, Flex Legal, Davis Polkis, Metro Bank, Herbert Smith Freehills, Vodafone, Lexis Nexis, PWC etc.

Our alumni also work in diverse international legal positions such as the European Legal Parliament and the International Criminal Court.

We appreciate that the learning experience is about more than just exam preparation. It should also offer a holistic approach to help you hone important career skills to progress your legal career after SQE.

## BARBRI Career service is supporting you all the way

The CareerHub is our in-house employability platform which offers a wide variety of resources, including an AI based CV checker, cover letter creator, interview simulator, psychometric tests, and a catalogue of legal careers focused content. It also includes a dynamic job search engine, which lists a range of vacancies across different sectors and practice areas.

All students have access to CareerHub upon enrolment and can continue to benefit from the support available for a period after completing SQE. Through our CareerHub you will be able to access a range of support delivered by our Careers Service.

The hub also offers one-to-one careers advice through bookable appointments which last 30 minutes each, hosted via Zoom or telephone delivered by our experienced Careers Consultants. All appointments are made through CareerHub and access to one-to-one appointments are available for a further

3-months as an alumnus. Common topics covered in these one-to-one sessions include:

- **support around gaining QWE**
- **industry insight to boost your understanding of the legal sector**
- **assessing your options and helping you to devise a realistic job search plan**
- **reviewing CVs and cover letters**
- **reviewing application forms, interview preparation and assessment centre advice**

**Commercial Awareness** - BARBRI have teamed up with legal careers specialists to offer students master-classes in commercial awareness. During these fast-paced webinars we share top tips on how to give our students' commercial awareness a boost. We also discuss how to handle common commercial awareness questions / case studies at law firm assessment centres and much more.

**Employability Boot Camp** – BARBRI host two and half-hour employability boot camps to explore how students can best plan their Qualifying Work Experience, whilst developing a deeper understanding of the legal market. We also cover top tips on CV, applications, and interviews with time at the end for a Q&A.

**BARBRI Industry Insights** - BARBRI has launched a series of events to keep students up to date with key legal industry trends and developments. The 'Industry Insights' series has been designed to broaden candidate knowledge beyond the SQE. The insights are delivered by a range of industry experts to cover topics including Legal Technology, Legal Operations, Skills for Lawyers of the Future, and more. The events build fundamental knowledge around industry trends and developments across the profession. They also provide the skills needed to help futureproof legal careers. The series showcases the variety of roles and career pathways that now exist in the legal sector. The Industry Insights series is open to all prospective, current or alumni of BARBRI. All sessions are recorded and available post-event on the BARBRI CareerHub and the BARBRI website.

**Qualifying Work Experience (QWE)** - BARBRI are committed to opening opportunities to all and understand that navigating your journey through the SQE and obtaining QWE can be challenging. We have partnered with several industry-leading organisations to help you understand the range of QWE opportunities available including Strive, FLEX Legal, Taylor Root, MLA Global, Elevate, Reed, Accutrainee and LPC Law, along with a job search engine powered by Indeed through the CareerHub.

**LawQWE** – This is our one-stop-shop QWE partner, Students now have access to this comprehensive platform to help search for QWE placement and work experience opportunities. The platform also provides you with a tool to help record your experiences. LawQWE is a dynamic job portal that connects candidates to employers.

**The Square Root** - BARBRI has teamed up with The Square Route which provides a comprehensive employability and QWE service. Students can avail of Square Route's services for the cost £250. The services will provide a full critique of the student's CV with feedback, mock interview preparation, a comprehensive booklet with over 50 useful tips, and two application reviews. For more information contact [careers@thesqeroute.com](mailto:careers@thesqeroute.com).

**Partnerships** – we have partnered with industry leaders in the news and careers sector, including Legal Cheek, Global Lawyers Connect, and Little Law to help you further your legal training and keep you up to speed with specific content and developments in the legal sector.

**Latest Legal News** – BARBRI encourages students to stay up to date with the legal news in a competitive and fast changing industry. Students can keep abreast of current affairs through the media outlets listed below:

- **ReImagineLaw Podcast**
- **The Legal 500**
- **FLEX Legal**
- **Legal Cheek**
- **Law Careers.net**

## **SOCIAL MEDIA AND NETWORKING**

- It is important to remain safe and protect Students, Staff and the Company, that everyone acts responsible when using social media.
- You will be personally responsible for what you communicate via social media. Remember that what you publish might be available to be read by the masses (including the Company itself, future employers, students and social acquaintances) for a long time. Keep this in mind before you post content.
- When posting, you must avoid disparaging or defamatory statements about our employees and students.
- More details of your obligation as a Student can be found in the Social Media Policy.
- If you see content in Social Media that disparages or reflects poorly on the Company or its stakeholders, you should report to [ukstudentservices@barbri.com](mailto:ukstudentservices@barbri.com) or to your Learning Coach.

# Complaints Procedure

BARBRI is committed to providing a high level of service and training to its students. If a student is unhappy with something, we want to know about it so that we can continually improve our standards and prevent any issues from reoccurring. We are committed to resolving complaints promptly, fairly, and effectively. Initially, please try to resolve any complaint informally by contacting:

- **Your learning coach / tutor**
- **A member of the Student Services Team at [ukstudentservices@barbri.com](mailto:ukstudentservices@barbri.com)**
- **Or following the procedure set out in our [Bullying and Harassment Policy and Procedure documents](#), where appropriate.**

If you cannot resolve the issue informally, please refer to our **Student Complaints Procedure** linked below, where there is detailed advice on the complaints procedure and the evidence required to move forward with a complaint.

As an overview, where a student is making a complaint it is that student's responsibility is to:

- approach your learning coach / tutor or a member of the student services team to discuss any complaint informally with the aim of resolving the issues before bringing a formal complaint. We understand that depending on the nature of the complaint, an informal approach may not always be appropriate;
- bring any formal complaint, in writing, to BARBRI's attention promptly through the **SQE Complaints Procedure** (the student must submit the complaint themselves, unless they are unable to do so for some reason). The student should explain the complaint as clearly and as fully as possible, including any action taken to date. Students should have read all pre-course and on-course terms and conditions as appropriate; and
- allow BARBRI a reasonable time to deal with the matter.



Where a student makes a complaint, BARBRI will acknowledge the complaint or request for review in writing and respond within a state period of time, the entire complaint being resolved, where possible within specified timescales detailed in the Complaints Procedure document. BARBRI will:

- 1. deal reasonably and sensitively with the complaint**
- 2. take action where appropriate**
- 3. ensure that an accurate record is kept of any formal complaint and the outcome**
- 4. monitor and evaluate all formal complaints**

Please note that our complaints policy does not include appeals on eligibility for professional exams; and complaints about already agreed upon course fees or instalments.

If you have any questions regarding any aspect of our complaints procedure or policy, **please contact:**  
[ukstudentservices@barbri.com](mailto:ukstudentservices@barbri.com)

# Policies

**You can find information on all of our policies here.**

Bullying and Harassment Policy

Bullying and Harassment Procedure

Admissions Policy Statement

Annual and Interim Course Review Policy

Diversity and Inclusion Policy

Student Code of Conduct

Student Misconduct and Disciplinary Policy / Procedure

IT Requirements for Students

Student Engagement Framework Policy

Student Financial Support Policy

Student Identification Policy

Student Support Policy

Student Transfer Policy

Fitness to Study Policy

Safeguarding and Welfare Policy

Student Voice Policy

Anti-Money Laundering Policy and Anti-terrorist Financing Policy

Environmental Policy

Modern Slavery Policy

Student Complaints Procedure

Company's Refund and Compensation Policy

Student Protection Plan and Course Termination Policy Disability

Support Procedures

# Appendix 1

## SQE student support notification form

Requests should be submitted at the time of enrolment or at least **30 working days before the start of your course** to ensure arrangements can be put in place.

**This request is for SQE course support only. Support requests for the SQE assessments must be sent separately and directly to Assessment Provider.**

You will need to complete this form if:

- You have a long-standing condition (for instance, if you have dyslexia or dyspraxia, a physical or sensory impairment, mental health difficulties, or a long-term medical condition) OR you have a temporary condition or injury which might affect your studies; and
- You require adjustments to be made to support you in your studies.

**NOTE:** You may have taken courses previously with adjustments such as extra time or enlarged font materials etc. If you require this kind of provision for any BARBRI Course, you will need to apply using this form. Please note that the SQE course is mainly online so your requirements might be different to those for classroom-based courses as your Personal Study Plan already has some built in assistive technology functionality such as closed captions and the ability to speed up or slow down lectures.



**You must supply documentary evidence with this application.** Details of the acceptable evidence can be found in our Student Handbook.

To be able to accommodate any reasonable adjustments, we will need to have at least 30 working days' notice. If this deadline is not met, it might not be possible to make appropriate arrangements and your course may need to be deferred.

Please return this completed form with documentary evidence to: [UKStudentAdjustments@barbri.com](mailto:UKStudentAdjustments@barbri.com)

I declare the information given on this form and in the documentary evidence provided is a true statement of the facts to the best of my knowledge and belief.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### Office use only

Evidence held by Student Support confirmed as appropriate:  Y  N

Arrangements requested supported by DDS:  Y  N

Request processed by:

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

Full name \_\_\_\_\_  Mr  Mrs  Miss  Ms

Sponsor Name (if applicable) \_\_\_\_\_ Student Number \_\_\_\_\_

Reason for application

1. Disability: tick as many boxes as applicable and describe below

- |   |   |
|---|---|
| <input type="checkbox"/> Dyslexia   | <input type="checkbox"/> Blind/visual impairment                |
| <input type="checkbox"/> Other specific learning difficulty                                 | <input type="checkbox"/> Deaf/hearing impairment                |
| <input type="checkbox"/> Social/communication impairment e.g. Asperger's, Autistic Disorder | <input type="checkbox"/> Long standing illness/health condition |
|   | <input type="checkbox"/> Mental health condition                |

Please provide details of your disability or condition:

2. Temporary condition or injury (please describe):

Arrangements requested based on recommendations/  
previous support: tick box and circle option

Extra time for mock exams\*  
\*Please specify amount

\_\_\_\_\_

Rest breaks [5 / 10 mins/hr]  
sessions – [adjustable chair / writing slope]

Alternative format for printed materials [blue / pink / yellow / green / lilac / large font]

Use of [scribe / reader]

Use of assistive technology

Room equipment for classroom-based

Other arrangements (please specify):

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