



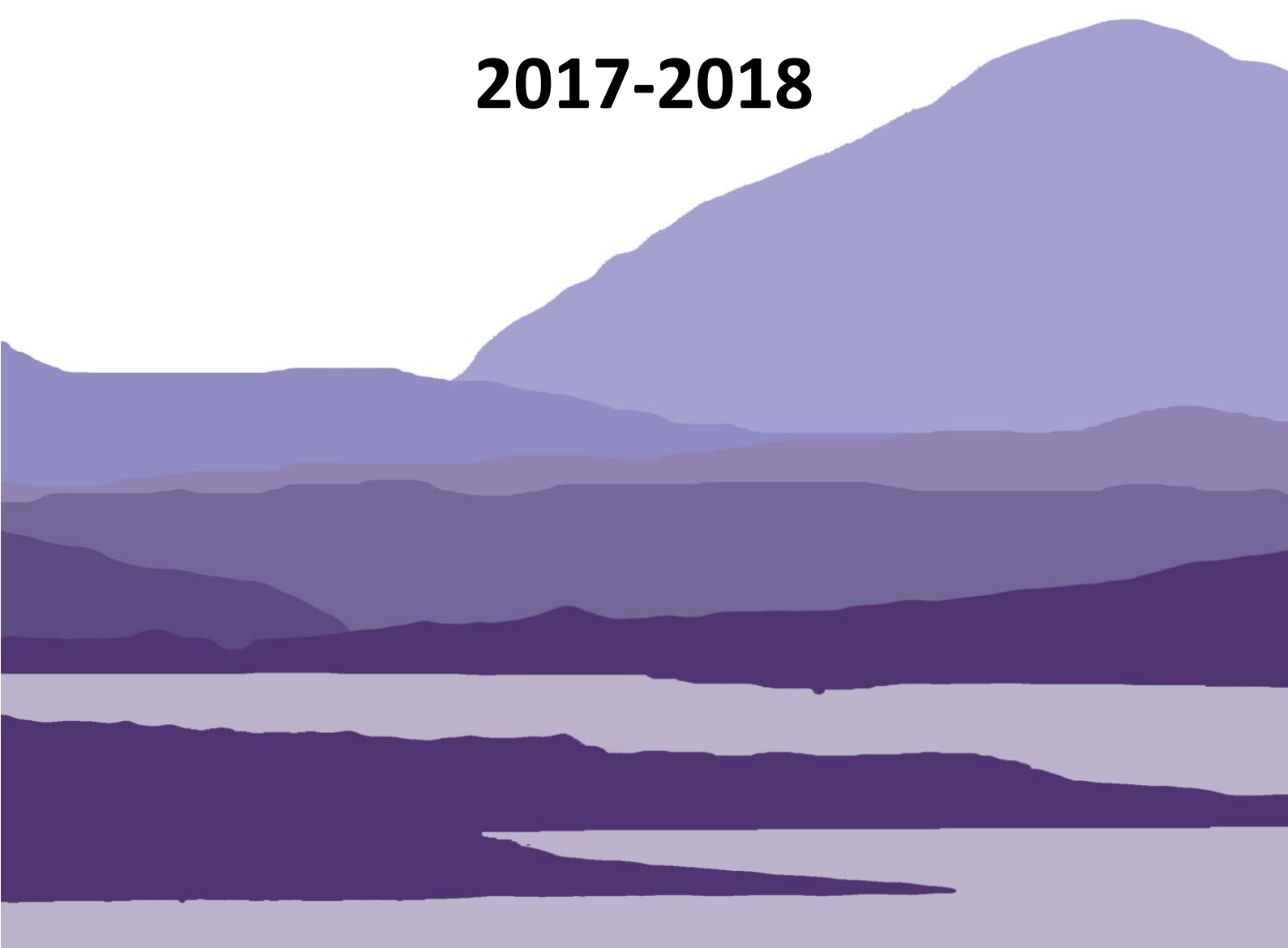
University of the
Highlands and Islands
Argyll College

Oilthigh na Gàidhealtachd
agus nan Eilean
Colaiste Earra-Ghàidheil

Argyll College UHI

Student Handbook

2017-2018



1. INTRODUCTION TO ARGYLL COLLEGE UHI	4
ARGYLL COLLEGE UHI VISION	4
ARGYLL COLLEGE UHI VALUES	4
EQUALITY, DIVERSITY AND INCLUSIVENESS.....	4
HOW ARGYLL COLLEGE UHI OPERATES	4
LEARNING CENTRES.....	5
ARGYLL COLLEGE UHI AND UNIVERSITY OF THE HIGHLANDS AND ISLANDS	5
RANGE OF COURSES.....	5
2. COURSE INFORMATION	6
TYPES OF COURSE	6
<i>Further Education (FE) Courses</i>	6
<i>Higher Education (HE) Courses</i>	6
HOW THE COURSES ARE DELIVERED	6
ABOUT YOUR QUALIFICATIONS.....	6
ATTENDANCE	7
PROGRESSION – WHAT HAPPENS NEXT?.....	7
3. COLLEGE ROLES AND RESPONSIBILITIES	8
4. STUDENT SERVICES	10
INDUCTION	10
SUPPORT FROM CENTRE STAFF.....	10
GUIDANCE	10
LEARNING AND OTHER SUPPORT	11
<i>MyStudyBar and other assistive software</i>	11
<i>Counselling support</i>	11
<i>Support for Care Leavers and Care Experienced students</i>	11
ACCESS TO LIBRARY FACILITIES	12
FINANCIAL SUPPORT	13
<i>Making and checking your online funding application</i>	13
<i>Payment for kit, protective clothing and study aids</i>	14
<i>Full-time higher education students</i>	14
<i>Part-time higher education students</i>	15
ATTENDANCE AND ABSENCE REPORTING PROCEDURE	15
5. COLLEGE REGULATIONS AND POLICIES	16
STUDENT CHARTER	16
LIST OF UNACCEPTABLE BEHAVIOURS	17
CENTRE RULES.....	18
ACADEMIC MISCONDUCT – MALPRACTICE	18
<i>Plagiarism and referencing</i>	19
<i>Turnitin originality checker</i>	19
ACADEMIC APPEALS	20
CONFLICT OF INTEREST.....	20
EQUALITY, DIVERSITY AND INCLUSIVENESS.....	20
SAFEGUARDING - PROTECTING CHILDREN, YOUNG PEOPLE, ADULTS AT RISK AND STAFF	21
DATA PROTECTION.....	21
COMPLAINTS.....	21
6. STUDY SKILLS	22
<i>Argyll and Bute Council Adult literacy team</i>	22
<i>Setting up a study timetable</i>	22

7. ICT, INTERNET AND PRINTING.....	23
BRING YOUR OWN DEVICE.....	23
MYDAY – STUDENT DASHBOARD.....	24
COLLEGE EMAIL ACCOUNT.....	24
PRINTING	24
VIDEO CONFERENCING	24
INTERNET USE – RULES AND REGULATIONS	24
<i>Cyberbullying and online conduct</i>	25
USING COMPUTERS SAFELY	25
8. STUDENT MATTERS.....	26
HIGHLANDS & ISLANDS STUDENT ASSOCIATION - HISA.....	26
CLASS REPRESENTATIVES	26
STUDENT FEEDBACK.....	27
STUDENT CARDS	27
9. USEFUL WEBSITES	27

1. INTRODUCTION TO ARGYLL COLLEGE UHI

We are delighted that you have chosen to study and become a student with us at Argyll College UHI. We hope that your experience and time with the college will be rewarding and enjoyable. This handbook is here to help you to find your way around the information you need to know or that may be helpful to you. Please take the time to read it and if you have any questions then please ask your centre manager. A copy of the handbook can be found on the Argyll College UHI website - www.argyll.uhi.ac.uk on the **Current Students** page. If you want to look up any particular item in this handbook then click on the heading in the Table of Contents to take you to that section.

You can also ask your local centre manager for a printed or alternative format version.

Argyll College UHI Vision

Argyll College UHI is committed to providing access to learning for all and to promoting lifelong learning. Our vision is to provide high quality innovative education opportunities, act as an economic driver to enhance the skills and development of the local economy and develop a reputation for excellence which will encourage students to study in the communities we serve.

Argyll College UHI Values

The College values are to be recognised as:

- Inclusive - education for all
- Of our Community – be engaged and responsive
- Providing individualised learning – be innovative
- Student centred – respect for the whole student (nurturing, supporting, personalisation)
- A valued contributor to education and economic development in Argyll and the Isles
- Good partners – to widen opportunities

Equality, diversity and inclusiveness

Argyll College UHI (College) is an equal opportunities organisation and will treat all individuals and groups in an inclusive, positive and non-discriminatory way. The College welcomes the positive ethos and culture created by the involvement of different social, ethnic, racial, cultural and other groups within College life, and actively promotes the value of diversity amongst student and staff groups.

The Argyll College UHI Equality and Diversity Policy, the Equality and Diversity Mainstreaming Report, and the Access and Inclusion Strategy can all be seen on the college web page “About us”, College policies <https://www.argyll.uhi.ac.uk/about-us/structure-and-policies/>. These documents can also be printed for you on request.

How Argyll College UHI operates

Argyll College UHI is overseen by a Board of Governors who delegate authority to the Principal and Senior Management Team. You can find out more about the Board of Governors and the College structure at <https://www.argyll.uhi.ac.uk/about-us/governance/> and <https://www.argyll.uhi.ac.uk/about-us/structure-and-policies/> respectively.

Learning Centres

There are 10 Argyll College Learning Centres located throughout mainland Argyll and the Islands, the courses that are available will vary from centre to centre. Each centre is staffed by a centre manager and there is a core team of support staff. You are encouraged to use the computers, video conferencing facilities and study areas which are available at each centre.

To find out the relevant information for your nearest Argyll College Learning Centre click on the Local Centres link on the college website <https://www.argyll.uhi.ac.uk/local-centres/>. That will take you to a page that has an interactive map so that you can get directions, course information and contact details for your local centre.

Local centres
Arran
Campbeltown
CERC (Lochgilphead)
Dunoon
Helensburgh
Islay
Lochgilphead
Oban
Rothesay
Tobermory



Argyll College UHI and University of the Highlands and Islands

The University of the Highlands and Islands is a distinctive partnership of 13 independent colleges and research institutions, of which Argyll College UHI is one of the partners. This means that through Argyll College UHI you can study locally but still have the advantages of national and international reach, as part of a regional university structure.

Range of courses

We offer full-time, part-time, evening and open learning courses so whether you are returning to learning after many years or you are a recent school leaver there will be something to meet your needs. Our partnership with UHI enables us to provide access to education right from S3 level with our schools programmes through to Postgraduate and Research level.

2. COURSE INFORMATION

Types of course

Further Education (FE) Courses

FE offers a variety of courses such as childcare, hairdressing, horticulture, youth work, introduction to land based skills and many more. These courses may be college certificated or nationally certificated. In other words, on successful completion of one of these courses you may receive a certificate from Argyll College UHI, or, if it is an accredited course, you will receive a nationally recognized qualification (e.g. from the SQA – Scottish Qualifications Authority, or the BCS – British Computing Society, etc.). These courses can typically start at National 4 level with our schools link courses, and go right up to level 6 (Scottish Credit and Qualifications Framework, SCQF) which is the equivalent to Highers. There are also individually tailored courses available at lower levels to suit all abilities.

Higher Education (HE) Courses

As part of the UHI, we can also offer a number of higher education courses from individual Higher National units, full HNC or HND courses, ordinary and honours degrees, master's degrees and postgraduate qualifications. Most of these can be studied on a part-time or a full-time basis.

How the courses are delivered

A wide range of courses are offered through Argyll College UHI from traditionally taught classes to those using new teaching and learning methods. Our courses have two main methods of delivery:

- **Fully taught - Face to Face**
 - All the learning takes place through taught classes with a tutor present in the classroom that students must attend.
- **Blended Learning – Networked Delivery**
 - All the learning takes place through taught classes that students must attend; delivery can be via audio/video conference or online.

About your qualifications

For Further Education courses, HNCs and HNDs the Scottish Qualifications Authority (SQA) is the most common awarding body for course qualifications. For Degree qualifications UHI is the awarding body but there are also others such as LANTRA, British Computing Society etc. You need to be aware of some aspects about how the standard of the qualifications are maintained, especially where it could have an impact on you and your studies. All UHI Degree provision is regulated by the UHI Academic Standards and Quality Regulations (available on the UHI website), SQA and other awarding bodies have similar regulations which the college conform with.

- All the courses have different ways in which your learning will be assessed, this is covered more fully during your course Induction and in your course handbook. Internal Assessments (NABS) and external exams are carried out following the guidelines laid down by the various awarding bodies such as SQA or BCS. If you need any alternative assessment arrangements due to an additional support need then these will be

developed and agreed with you in accordance with SQA or UHI processes so that you are still fairly assessed.

- Part of the process to make sure that your assessment is valid and fairly marked is the Internal Verification (IV) process. When a group of students takes an assessment, the Internal Verifier (IV) cross checks a sample of the class's assessments to make sure that they agree with the assessor's marking, that it is consistent and that it meets the marking criteria set for that unit. This also works to ensure that the marking is consistent across all the students.
- External verification (EV) is the process SQA and other awarding bodies use to assure the quality of internal assessment in centres and that the standard for qualification is consistent with other colleges delivering the same qualification. There are normally two main methods of external verification - event and visiting.
 - Event verification – your work will be sent in to a central point where it will be re-assessed by a team of SQA nominees and appointees, who are experts trained in assessing.
 - Visiting verification - an SQA appointee will visit the college to review your assessments and the college processes to ensure that all aspects meet the national standards required.
- If you have any query about your marks or results then in the first instance speak to your centre manager or curriculum lead for further advice. Details about how to make an Academic Appeal will be found on p20 of this handbook.

Attendance

Students in taught classes are required to attend all of their timetabled sessions. If you are enrolled on a full-time course and in receipt of a bursary or Education Maintenance Allowance you will lose your payments for any week where your attendance is less than 100%. Likewise, if you receive any Discretionary (hardship) or Childcare Fund payments then these will also be stopped for any week with attendance of less than 100%. For further details about attendance and how to report absences please read the section **Financial support - Attendance and absence reporting procedures on p15**.

Failing to attend all your regular classes can impact your progression on your course and may mean that you are not eligible to continue on to further study. If you are likely to fall behind in your studies because of your absences you may be withdrawn from some or all of your course. The registration system will highlight any pattern of continued or repeated absences and your tutors or centre staff will ask to meet with you to discuss this. If necessary you will be asked to sign and abide by an attendance contract.

Progression – What happens next?

As you near the completion of your course you should consider what your next steps might be. Many courses have a clear line of progression, such as Childhood Studies: An Introduction leading on to SVQ Level 2 Social Services (Children and Young People), or NC Early Education and Childcare. Please speak to your tutor and your centre manager about what could be a suitable progression route for you. We can also put you in contact with the local Skills Development Scotland service for FE students, or the UHI Careers Service for HE students for further guidance concerning employment prospects.

3. COLLEGE ROLES AND RESPONSIBILITIES

During your time at college you will hear different job titles and names. It can be confusing knowing who to go to for different things so here is a brief description of who does what and what the different roles may cover.

Principal – Fraser Durie (Oban)	The Principal has overall responsibility for the college and is the Head of Centre for SQA and all other awarding bodies that the college contracts with.
Depute Principal / Quality Manager – Elaine Munro (Oban)	The Depute Principal oversees the operational running of the college and as Quality Manager has the ultimate responsibility for all academic areas. The Quality Manager is the main contact for all quality enhancement and assurance matters.
Head of Curriculum – Don Mitchell & Jane Nichols (Oban)	Heads of Curriculum have overall responsibility for specific curriculum areas, oversee course development, monitor the quality of materials, learning and teaching and course delivery whilst ensuring the validity and currency of the qualifications being delivered.
Curriculum Leads	Curriculum Leads work directly with the tutoring staff to lead and develop their particular curriculum areas.
Assessors / tutors	The remit of the Assessor includes: <ul style="list-style-type: none"> • Delivery of teaching and learning • Liaising with Internal Verifiers, team members and Curriculum Leads as required to ensure compliance with delivery of assessments and assessment arrangements as required by the awarding bodies. • Ensuring the security and confidentiality of assessments.
Internal Verifier	The remit of the Internal Verifier includes: <ul style="list-style-type: none"> • Ensuring that original marking is fair, consistent, and in accordance with the set marking criteria. • In the case of vocational qualifications, ensuring that the criteria used is being interpreted correctly by all assessors. • Ensuring the security and confidentiality of Assessments.
External Verifier	The remit of the External Verifier includes: <ul style="list-style-type: none"> • carrying out development, approval and verification visits, providing advice and support to the curriculum areas • ‘Prior verification’ of college devised assessment instruments and provide clear advice on any improvements that may be needed. • Checking the marking of assessments is consistent with the standard set nationally for all students across Scotland taking the same unit.
Quality Officer, SQA Co-ordinator and Admissions Officer – Jen McFadyen (Oban)	<ul style="list-style-type: none"> • Oversees the college course admissions process. • Main point of contact between SQA and Argyll College. • Notify SQA of all suspected cases of Centre Malpractice/Maladministration where this relates to a regulated qualification.

	<ul style="list-style-type: none"> • Checks that the list of approved courses and units is current, that candidate registrations, exam entries, alternative assessment arrangement requests etc., are all carried out as required with due regard to deadlines. • Organisation of external SQA exams, the management and secure handling of the internal assessment materials. • Liaison with SQA and UHI relating to External Verification visits, disseminates the EV reports to the relevant staff and tracks any identified development points identified at the EV visit. • Ensure compliance with the awarding body regulations and requirements.
Head of Student Services – Liz Richardson (Campbeltown)	<ul style="list-style-type: none"> • Overall responsibility for the registry function of the College • Overall responsibility for assessing and implementing appropriate additional learning support and alternative assessment arrangements. • Providing guidance and support on student funding issues. • Responsible for the college library function. • Student engagement and class rep training • Responsible for co-ordination and collation of student satisfaction surveys. • Liaising with Argyll HISA Depute
Centre Managers and Assistant Centre Staff	<ul style="list-style-type: none"> • To provide local support to individuals studying at an Argyll College Centre (including PAT roles) • To market the centre within the local community and develop links with groups, organisations and businesses in Argyll • To manage and administer the centre in line with college policy and procedures • To contribute to the wider UHI network and its activities
Personal Academic Tutors (PAT)	<p>All HE students have a “PAT” who is often a member of academic staff, support staff or their local Centre Manager.</p> <p>A PAT's responsibility tends to fall into the following broad areas of student support:</p> <ul style="list-style-type: none"> • Academic/pastoral advice to students • Signposting and referral • Online module selection
Highlands & Islands Student Association – HISA Depute, Shannen Calderwood (Helensburgh)	<p>HISA is your Student Association.</p> <ul style="list-style-type: none"> • The HISA Depute will sit on the Board of Governors and other committees across the college and the region, work closely with local course or class representatives and will agree policies and plans at a local level to continually improve your student experience. • The HISA Depute will also sit on the Executive Committee of HISA as a full voting member to make sure the views of their local students inform the regional agenda.

4. STUDENT SERVICES

Student services cover many important aspects of your time at Argyll College UHI. Some of the areas that we can help you with are:

- Course information and choices
- Finance, funding, hardship and budgeting
- Learning and study support
- Accessing learning resources and library resources
- Help to complete SAAS and UCAS applications
- Personal issues
- Progression after your course
- Links with external agencies

Induction

During the first few weeks or so of your course you may want to remind yourself of some of the information given or look at more detail about topics covered at your initial Induction. This information will be available to you on the college website from the local resources link on the current student page - <https://www.argyll.uhi.ac.uk/students>. You can refer back to this information at any time and any changes in procedure will be noted there. You will be given more information and reminders of key points that you need to know to make the most of your course – such as how to check your bursary progress, what the correct procedure is for reporting absences, how to access your college email account, what plagiarism is and much more. Many of these topics are mentioned in this college handbook but for things that you need to know about in more detail or that you might need to refer back to this will be covered on these student pages.

Support from centre staff

Most of your contact will be with the staff of your local centre, whose role it is to offer the appropriate support or guidance where necessary to help you successfully complete your course. Their support will include helping you to decide which course is most suited to your needs, arrange the use of centre facilities for you and assist you in using any equipment with which you may be unfamiliar. Centre managers will also be able to advise you or signpost you to ACstudentsupport@uhi.ac.uk for advice about funding, how to access learning support, access to library resources and many other things. They can also sometimes liaise on your behalf with agencies out with the college such as the local Adult Literacy Team, Skills Development Scotland and local counselling services.

Guidance

Students can be offered guidance during study and on completion of a course. Tutoring staff will often be able to give guidance concerning progression and employability skills. Many of them have extensive industry and work experience so are able to provide a lot of practical advice. Where specialist guidance is required or requested, students will be referred to support agencies.

FE students can contact the local Skills Development Scotland (SDS) office for further careers guidance, and HE students can contact the UHI Career and Employability Centre at

<http://www.uhi.ac.uk/en/students/careers>. The UHI Careers pages (also available to FE students) contain a lot of information about CV writing, job applications, interview practice and much more.

Learning and other support

Additional learning support can be arranged for you if you have a specific difficulty which could impact on your ability to achieve your course, such as dyslexia, a sensory impairment, physical disability or mental health problems. If you have any additional support needs then please ask your centre manager or tutor, or you can contact the Head of Student Services, Liz Richardson, directly by telephone on 01631 559673 or by email

ACStudentsupport@uhi.ac.uk. We can then assess what your support needs are and how we can best meet those needs. Learning support may include the provision of a student support assistant, learning materials provided in alternative formats, a scribe, specialist equipment and adaptations, or assistive technology and software. Each centre has a height adjustable desk, wheelchair access, a large screen computer, various “mice” and keyboard guards, and alternative software and screen readers can be provided.

MyStudyBar and other assistive software

MyStudyBar is a tool which helps overcome problems that students commonly experience with studying, reading and writing. It consists of several different applications such as screen magnifiers, read aloud software, predictive text input, mind mapping and software for customising font and background colours. Although MyStudyBar is designed to support learners with literacy-related difficulties such as dyslexia, the toolbar can offer potential benefits to all learners. This software is free to download if you want to use it on a home PC or laptop, but we can also arrange for it to be downloaded onto a PC you may use in the centre. If you think this software could benefit you in college then contact the Head of Student Services or your centre manager and we can provide access to it for you.

There are other free software programmes such as magnifiers and onscreen keyboards that can be made available for you to use. As well as these there are some very specialised ones which may be more suitable for you and could be provided for you as part of a learning support package.

Counselling support

We do not currently have our own counselling service that we can offer to students, however we can offer you access to the UHI Online Counselling service. This service is completely secure, confidential and free. It gives you the opportunity to access counselling support at a time and in a place which is convenient to you. It takes place on the internet and can take the form of emails (asynchronous) or real time instant messaging (synchronous) via Skype. This means that you can access it from anywhere that you have internet access. To find out more about it or to put in a request for online counselling use the following link <https://www.uhi.ac.uk/en/students/support/online-counselling/>, or push the green button on the Argyll College Student Services page of the website.

Support for Care Leavers and Care Experienced students

At the college we are committed to supporting care experienced students. This includes care-leavers and looked after students aged between 16 – 26 years of age. We understand that students coming from a care background may need more support to access key areas such as funding, and may also require some more help to settle in to college life or develop better study skills. We would encourage you to disclose you are care experienced as early as

possible in your college life so that you can receive the support you're entitled to. Your college experience will be the same as all other students but you will be offered some extra support to allow you to get the very best from your time here. You can also contact Head of Student Services directly at ACStudentsupport@uhi.ac.uk if you think some extra support will help you.

We can offer you tailored support with things including the following;

- Support on a range of welfare, financial and education issues.
- Guidance through all information and procedures.
- Someone to talk to who understands your individual situation and needs.
- Careers advice, travel, childcare, accommodation, counselling and additional learning support if applicable.

For more information about a wide range of student support issues check the student services page and the UHI Support for Students pages at <https://www.uhi.ac.uk/en/students/support/>. These pages can also give you links to other organisations that may be useful to you. You can also contact the Head of Student Services ACStudentsupport@uhi.ac.uk, phone 01631 559673.

Access to library facilities

Each centre has a small number of books that can help you with your course, but often the books that you require may be in another centre. As an Argyll College UHI student you can have access to many books held within any of the UHI academic partner libraries, as well as our own core book stock. To find more detailed information on how to use the library catalogue and other library information you can access the Library section on the UHI website by following the **Library** link on the Current Student pages on the Argyll College website.

Using the library service page will give up-to-date information about the UHI Library Service and near the bottom of this page you will find a link to the Library Services Handbook that you can read online or download as a pdf. This provides an overview of the wide range of services available to you, how to search the library catalogue, how to access the electronic resources and e-books.

The Library Induction Materials are also a useful quick guide to using most of the library services. You can access these from the main UHI library page and from the following link: <http://perthlhc.com/induction-he-2016/>

Students following further education courses can borrow up to six items at a time, staff and students taking higher education courses can borrow up to fifteen items. Most loan periods are for 4 weeks but if a book is in high demand you may only be able to borrow it for a much shorter time. You may renew your loans up to two times by asking the centre staff or direct to the librarian by phone on 01631 559673 or email to ACLibrary@uhi.ac.uk. If another student is waiting for the item then you will not be allowed to renew the loan. Fines may be payable on overdue books so please return or renew any borrowed books on time. You will be asked to pay the replacement cost for lost or damaged books.

To borrow a book that is in your local centre, ask your centre manager who will give you a simple form to complete. If the book is held at another centre, or even at another college library, then the book can be requested by email to ACLibrary@uhi.ac.uk and the book will be sent to your centre for you to collect. The email requesting the book must include the

book details (easiest to copy and paste from the library catalogue web page) and of course your name and which centre you use.

Financial support

Centre managers will be able to advise you on any financial support for which you might be eligible. This will range from providing information on our fee waiver policy to information about support available for full-time courses. However many different factors can affect your funding so if your situation is at all complicated then they will refer you to the Head of Student Services for more specific advice and guidance.

More detailed information about funding, how to apply for it and what evidence is required can be found on the college website, following the Fees and Funding link on the current students page - <https://www.argyll.uhi.ac.uk/students/funding-guide/>

Making and checking your online funding application

EMA, Bursary, Childcare and Hardship funds are all applied for online via your student hub account. You will have been sent details on how to access your student hub when you accepted your offer of a place at the college. To check the progress of your application and to make sure that you have submitted all the evidence required go to www.studentjourney.uhi.ac.uk. You must then login to UHI records using your student ID number as your username and your password, which will normally be your date of birth in the format **ddmmyyy**. Once you have submitted your application then check what evidence is asked for by clicking on the finance icon in your student hub, the going to the progress tab.

Full details about the different funds, what evidence you will need to provide etc. can all be found on the Argyll College UHI website, under the fees and funding tab, however a few key points are noted here:

Bursary:

- for full time FE students, 18 years and over at the start of the course
- Is to provide help towards living costs.
- Always means- tested, based on household income
- Assessed on parental income for students under 25 unless:
 - can show three years of self-supporting income over £3,000 each year, or
 - in a permanent relationship (then the partner income will be assessed)
 - has a child
- If awarded bursary then this also helps towards travel costs for students who live more than 3 miles from college or placement. Travel is based on the cheapest form of transport and is capped at £11.77 per day
- Is paid every two weeks in arrears, subject to satisfactory attendance, progress and behaviour
- If awarded bursary this will then also cover associated course costs such as PPE, study aids etc. If a bursary is not awarded then students will need to pay for these course costs.
- Non maintenance bursary for students who are eligible to remain on their benefits – such as on Income Support or some other benefits. Students still need to apply for this to cover any study aid or PPE costs, travel or childcare

Hardship:

- Mainly for help towards rent costs for single students not eligible for Housing Benefit
- Also available to full time HE students who are in receipt of maximum student loan too.

Childcare (available to HE students too):

- Can provide help in meeting childcare costs
- Can only be used for registered childcare providers
- Is capped at £208 per week
- Once a childcare award is agreed it is paid direct to the childcare providers on receipt of timesheets

Education Maintenance Allowance (EMA):

- For full time FE students under 18 at the start of the course
- Always mean-tested, based on household income
- Is paid every two weeks in arrears subject to satisfactory attendance, progress and behaviour
- No payments are made for holiday weeks

FE bursary, childcare and hardship funds are discretionary and cash limited. This means that even though you may be eligible to apply for these funds they are allocated on a first come first served basis and may run out. Payments may also be withheld if attendance or behaviour is not satisfactory.

Your application will only be processed once you have supplied all the evidence that is required for your situation. This must all be completed within 6 weeks of the start date of your course (if you started late the cut-off date is still taken as the official start date of the course). Otherwise your payments will not be backdated. Your application will be withdrawn completely if it is not completed by the 1st of December.

Your award letter once issued will be posted on your student hub account in the finance section. There you will also find a list of your expected payment dates.

Payment for kit, protective clothing and study aids

Your bursary or EMA application will also cover the costs of any protective clothing, kit or study aids such as core text books. **If you are not awarded any bursary or fail to complete your funding applications then you will have to pay for any of these course-related expenses.** If you are in the right age range to apply for EMA then even if your household income is too high to receive payments you must still complete the application to cover your kit costs and any travel. This is especially important for courses such as hairdressing, cookery, or construction where the kit costs can be high.

Full-time higher education students

The Student Awards Agency for Scotland (SAAS) administers financial support for HE students following HNC, HND and Degree courses and can be contacted through the SAAS website at www.saas.gov.uk. You must apply to SAAS for payment of your tuition fees. If SAAS do not agree to pay your tuition fees then you will need to pay them yourself. It is your responsibility to arrange payment of your HE tuition fees.

You can also apply through the SAAS website for help with living costs by applying for a student loan or any bursaries that you may be eligible for. Student Loans are paid monthly by bank transfer and supplementary grants such as Young Student Bursary are payable in three instalments.

Discretionary Funds and Childcare Funds for HE students are also available if you are experiencing serious financial difficulty. Further details can be got from the Head of Student Services at ACStudentsupport@uhi.ac.uk and you can apply for these funds online through your student hub.

Part-time higher education students

To pay your tuition fees for part time HE study you can apply to SAAS for a Part Time Fee Grant. To be eligible you must have an income of less than £25,000 per year and be studying between 30 – 119 SCQF credits. You can get further information and download the application form at www.saas.gov.uk/part_time/.

Attendance and absence reporting procedure

All student funding awards are subject to complete attendance. However it is recognised that situations do arise where you may have to miss a small amount of class time. Over the whole duration of your course you may miss a maximum of 48 hours (24 hours if you are attending a Short Full Time course) of class and work placement time without losing your bursary or EMA payments. However if you do exceed 48 hours (or 24 hours for Short Full Time) of absence then your funding will be stopped for any week where attendance is less than 100%. This includes any travel, hardship and childcare funds so if your childcare provider still requires to be paid for that time you must do this from your own pocket.

If you are unable to attend your class for any reason then please ring your local centre staff as soon as possible so that your tutor may be informed. This should be by 9.30 am on the day that you are absent, or by 2pm if you do not have any morning classes. Make sure you have the centre phone number to ring in, and also make sure that you let your placement know if it is a day that you would normally be at the placement.

Registers are taken daily for each class and if the register shows a pattern of absence, or persistent absence then you will be asked to meet with your tutors and centre staff to discuss this and to see what can be done to prevent further absence. If there is no improvement then you will be asked to sign an attendance agreement and to abide by it. Remember that if your attendance is poor you may be asked to leave the course.

The 48 (or 24 if on a short full time course) hours of allowed absences is counted over the whole duration of your course and is to cover situations such as:

- Ill health
- Bereavement
- Attending funerals
- Urgent dental or medical appointments
- Attendance at court
- Severe weather
- Looking after poorly children

If you are ill for 5 days or more then you must get a medical certificate and this period of illness will not then count as part of your 48 hours. **Self-certification certificates are not**

accepted. Over the duration of your course you may have up to 4 weeks (or 2 weeks for a Short Full Time course) of medical certificates before your bursary or EMA is stopped. When you return to college you must complete an authorised absence form and hand that to your centre staff along with your medical certificate. If you do not do this then the absence will be counted as un-authorised and you will lose your funding.

5. COLLEGE REGULATIONS AND POLICIES

Student Charter

Argyll College UHI, as part of the UHI, aims to provide accessible education and training of the highest standard, to support the development of people, businesses and communities in Argyll and the Islands. This Charter details what you, as a student, can expect from us, and what your responsibilities are to the college.

As a student of Argyll College UHI, you can expect:

- your enquiries to be dealt with promptly and courteously
- accurate and impartial advice and guidance to help you select the course most appropriate to your needs and abilities
- your application to be considered fairly and efficiently, letting you know the outcome as soon as possible
- information about how to access finance and funding, childcare, and additional learning support
- a comprehensive induction that introduces you to the college and your course including:
 - access to a course handbook giving information about the management, content, delivery, and assessment methods particular to your course
 - access to the Student Handbook outlining the services, resources and support available within the college
- a quality learning experience that involves a range of teaching and learning methods, quality learning resources, effective feedback on assessments and progress and which supports success and achievement.
- the opportunity to comment on your course and your experience of the College as a whole, and to contribute to on-going decision making and development planning within the College.
- a prompt and thorough investigation of any complaint you might make and a conclusion within a reasonable time.
- access to guidance on career opportunities and further study
- an environment in which good relations between all people is promoted and in which diversity is recognised and valued

As a student of Argyll College UHI we expect you to:

- provide us with full and accurate information in relation to your application and enrolment
- commit fully to your course of study and work to the best of your ability, attending all your classes punctually

- comply with all college and course requirements, including meeting work submission deadlines
- take personal responsibility for your own learning and success, asking your tutor, student services or support staff should you need help at any time
- treat all other students and members of the college staff with respect and courtesy
- follow the college rules and behave in a responsible manner
- respect the college buildings, environment and property
- follow the college Health and Safety rules at all times when engaged in college activity and wherever you are on the campus

List of unacceptable behaviours

The following are examples of what Argyll College UHI considers to be unacceptable behaviour which may result in disciplinary action. This is not intended to be an exhaustive list:

- Threatening or actual physical or verbal abuse of any one on college premises or at college activities, or of any employee of the college.
- Any form of harassment or bullying.
- Discrimination against others based on race, religion, gender, disability or sexual orientation.
- Possession or under the influence of alcohol or drugs.
- Serious breach of Health & Safety Regulations.
- Theft or attempted theft of personal or college property.
- Breach of no smoking policy.
- Wilful damage to college property and equipment.
- Possession or distribution of unacceptable material (e.g. pornographic, racist etc.).
- Breach of ICT acceptable use policy.
- Wilful disruption of college activities.
- Unauthorised entry to college premises or activities.
- Loud and disorderly conduct, use of offensive language.
- Sexually inappropriate behaviour.
- Giving false information, cheating or plagiarism.
- Persistent lateness or non-attendance in classes.

Argyll College UHI has a duty of care to all students and staff. Any disclosure of unacceptable behaviour will be treated seriously and the college will take action if necessary to protect children, young people or vulnerable adults in accordance with college policies. Breach of any of the above, or any other misconduct will result in disciplinary procedures being carried out. If the matter is very serious you may be instantly dismissed from your course or temporarily suspended until the matter has been investigated. You can see a full copy of the Argyll College Student Disciplinary policy and procedures from the student policies page of the college website <https://www.argyll.uhi.ac.uk/students/student-policies/>.

Centre rules

For the convenience and safety of all users of Argyll College UHI, the following rules apply:

- Please check the location of fire escapes, fire extinguishers and the procedure to be followed in the event of a fire. These procedures will be displayed in all our centres.
- Smoking, including e-cigarettes, is not permitted inside any Argyll College premises. There are designated smoking areas at most College Campuses and staff and students should utilise these areas only, if there is a requirement to smoke whilst attending the College either for work or study purposes.
- Food and drinks are only permitted in certain areas. Please check where that is in the centre you attend.
- Please act at all times in a way that ensures your own safety and that of others. Each centre is checked by a third party to confirm they provide a safe environment for staff and students. You also have a responsibility to look after your own safety and that of your fellow students. Copies of our Health and Safety Policy are available on request.
- Adhere to our ICT and Internet Policy, copies of which are on display in our centres, and are available on request or from the student policies page of the college website <https://www.argyll.uhi.ac.uk/students/student-policies/>
- Students are not allowed to use their mobile phones within class times, including for access to the internet, texting or any other phone applications unless as part of the learning and teaching of that class, in agreement with the tutor. If you need to be contacted in an emergency at any time then the local centre phone number should be used. Please make sure that you ask your local centre staff to give you this number for you to pass on to anyone who may need to contact you in an emergency. Under special circumstances a student may be allowed to keep their phone switched on in a class but this must be with the express permission of the class tutor for that occasion.

Academic misconduct – malpractice

Generally, academic misconduct or malpractice is any behaviour, intentional or otherwise, that gives a student unearned or unfair advantage in academic work over other students. The following list shows what could be considered academic misconduct, but this list is not exhaustive:

- Collusion — working with others when an assessment must be completed by individual candidates
- Copying — from another candidate (including using ICT to do so)
- Frivolous content — producing content that is unrelated to the assessment in question
- Misconduct — inappropriate behaviour during an assessment that causes disruption to others. This includes shouting and/or aggressive behaviour or language
- Offensive content — inclusion of inappropriate, offensive, discriminatory or obscene material in assessment evidence
- Impersonation — pretending to be someone else
- Plagiarism — failure to acknowledge sources properly and/or the submission of another person's work as if it were the candidate's own
- Unauthorised aids — physical possession of unauthorised materials (including mobile phones, MP3 players, notes etc.)

As a student, it is your responsibility for ensuring the integrity of your work and for understanding what constitutes an academic offence. Any form of academic malpractice in your course work and assessments is a serious matter. If it is thought that any malpractice has taken place this will be investigated following the SQA, UHI or relevant certificating body processes. At best you would need to re-do the course work or assessment where the academic malpractice occurred but if the malpractice is found to be of a highly serious nature you could be removed from your course or lose your qualification. You can request a copy of the Student Malpractice policy from your local centre staff or access it from the student policies page of the college website <https://www.argyll.uhi.ac.uk/students/student-policies/>

Plagiarism and referencing

Plagiarism occurs when you use another person's work, thoughts, words or ideas without acknowledging their source, deliberately or unintentionally giving the impression that they are your own. Plagiarism is theft of another person's intellectual property and is a very serious form of academic misconduct.

To avoid plagiarism you must:

- Complete your work in your own words.
- Acknowledge (reference fully) any sources that you have used, including graphs, diagrams etc. i.e. anything that is not common knowledge.
- Make clear when you have quoted or paraphrased someone's written or spoken word and reference it fully.
- Not allow anyone else to copy your work.

Please remember that all sources must be referenced, including any material found on the internet or electronic resources. All work submitted can be checked for plagiarism. If plagiarism is suspected then the following steps may be taken depending on the extent of the plagiarism:

- Discussion with the course tutor or course leader to ensure there is clear understanding of what constitutes plagiarism and how to avoid it.
- The opportunity to re-submit the work (this often may not be possible).
- A reduced grade for the assignment.
- No grade given for the assignment.
- No grade given for the module.
- Severe or repeated plagiarism will be subject to disciplinary action and will be recorded on your academic record.

For further guidance on how to avoid plagiarism or to cite and reference sources correctly please see the Study Skills section, Becoming an effective learner in the Student area of the UHI website <http://induction.uhi.ac.uk>.

Turnitin originality checker

Turnitin is an online originality checking service that searches for any matching with extracts of any submitted papers. It is used on many higher education courses and you may be asked to submit assignments (essays, papers or other text-based projects) through Turnitin. When assignments are submitted to Turnitin a copy of the submitted work remains in the Turnitin database for the sole purpose of originality checking in future submitted assignments. Where applicable, you retain copyright on your original course work. Please note that your

formal acceptance of UHI's regulations permits the use of originality checking software. If Turnitin is used on your course you will be given further information about it and how to use it by your course tutors.

FE courses can use a similar originality checker called SafeAssign for work submitted through BlackBoard. Your course tutors will give you more information about this.

Academic Appeals

A student has the right to appeal against an assessment decision made by an assessor, a progression board or an awarding authority such as SQA. However if you want to appeal a decision you must have reasonable grounds on which to make the appeal. Examples of what would be considered reasonable grounds could be:

- Being affected by an illness which you weren't able to tell anyone about in advance
- An assessment was not carried out under the proper procedures and regulations

There are separate appeal processes for FE and HE courses so if you feel that you have been unfairly assessed and wish to appeal, in the first place please speak to your local centre manager, tutor or PAT for more information.

For courses studied at FE level you can see the FE Academic Appeals policy on the student policies page of the Argyll College website, <https://www.argyll.uhi.ac.uk/students/student-policies/>. The policy will guide you as to what would give grounds for an appeal and how to take this forward. You can also contact the Head of Student Services or your Curriculum Lead to get further advice on this.

Courses studied at HE level must follow the UHI Assessment Appeals process as detailed in the Academic Regulations 2017-18 <https://www.uhi.ac.uk/en/about-uhi/governance/policies-and-regulations/regulations/regulations-2017-18/>.

Conflict of Interest

A conflict of interest could exist if a member of staff has a personal interest in the outcome of an assessment which puts the integrity and fairness of the assessment at risk, this includes assessors, internal verifiers and invigilators. If there are any situations like this – e.g. a relative or close friend is going to invigilate your exam, then the college will take steps to make sure that there is no advantage or disadvantage to you and that a record is kept of the steps taken to safeguard against any such conflict.

You can request a copy of the Conflict of Interest policy from your local centre staff, or see the policy from the Student policies page of the Argyll College website <https://www.argyll.uhi.ac.uk/students/student-policies/>.

Equality, diversity and inclusiveness

Argyll College UHI is an equal opportunities organisation and will treat all individuals and groups in an inclusive, positive and non-discriminatory way. The College welcomes the positive ethos and culture created by the involvement of different social, ethnic, racial, cultural and other groups within College life, and actively promotes the value of diversity amongst student and staff groups.

The Argyll College UHI Equality and Diversity Policy, the Equality and Diversity Mainstreaming Report, and the Access and Inclusion Strategy can all be seen on the college web page "About us", College policies <https://www.argyll.uhi.ac.uk/about-us/structure-and-policies/>. These documents can also be printed for you on request.

Safeguarding - Protecting children, young people, adults at risk and staff

Safeguarding is the action taken to promote the welfare of vulnerable people and protect them from harm. The College has a duty of care to all students and staff in this respect and has a Safeguarding policy in place to help with this. If you feel yourself, or another student may be at risk then we would encourage you to disclose this to the Safeguarding Co-ordinator. We will treat any disclosure seriously and will take action if necessary to protect children, young people or vulnerable adults. The college Safeguarding Co-ordinator is Liz Richardson, and any concerns will be referred directly to her and treated with complete confidentiality. This policy can be viewed on college web page "About us", College policies <https://www.argyll.uhi.ac.uk/about-us/structure-and-policies/> .

Data Protection

During your time at the college we may collect a wide range of personal data concerning yourself – for example your date of birth, your address, possibly financial information and more. Argyll College will make sure that any personal data that we hold about yourself will be held securely and treated in accordance with the current data protection legislation. To see further information about how we will look after your personal data you can see the Data Protection policy on the Argyll College website, "About Us", College policies <https://www.argyll.uhi.ac.uk/about-us/structure-and-policies/> .

Complaints

Argyll College UHI welcomes positive comments and suggestions that help to improve its services. However if you are unhappy with any aspect of the service you receive from Argyll College UHI then you should raise the issue as soon as possible to enable prompt investigation and swift resolution of the matter.

You can make a complaint

- by email
- by telephone
- to any member of staff

If your complaint can be easily resolved, for instance, an 'on the spot' apology, explanation or other action, any member of staff can record your complaint and deal with it at frontline (within 5 working days). In some instances, they may have to refer your complaint to another member of staff who can resolve it for you.

Not all complaints can be resolved quickly and at frontline. For issues that are more complex or serious, a more thorough investigation is required. We aim to investigate and provide an outcome to these complaints within 20 working days. If we need to take any longer than this we will always keep you informed.

You can find further information in the Complaints procedure document on the Argyll College website, "About Us", College policies <https://www.argyll.uhi.ac.uk/about-us/structure-and-policies/> .

6. STUDY SKILLS

When you are starting a course, whether it includes tutor taught sessions or not, one of the most important features of your study is finding the time and motivation to complete your work within deadlines. This section aims to help you make the most of your studies.

It can be difficult to prioritise your study within a busy lifestyle. However, now that you have chosen to undertake a course it is important to make allowances in the rest of your daily routine to fit in study time. There is a lot of useful information and study skills tips, such as how to write essays, take notes etc., in the Student area of the UHI website available at <http://induction.uhi.ac.uk/>.

Argyll and Bute Council Adult literacy team

If you think that you may need some extra study skills help because you have been away from education for a long time, or your literacy and numeracy skills are not very strong then you can refer yourself to the Argyll and Bute Council Adult Literacy Team. Adult Literacy and Numeracy offers free learning opportunities for anyone who wants to upgrade their skills. Ask your local centre staff for details of your nearest team.

Setting up a study timetable

Firstly, look at your normal weekly routine to see where you can best fit in your study time. Then plan how, when and where you are going to work on your course. You may want to book time in the centre or plan your study time at home, or a combination of both. A couple of hours to organise yourself now will save time and frustrations while you are studying.

To help you plan your study timetable consider the following questions:

- At what time of day do I study best?
- How long can I concentrate before I need a break?
- Where do I study best?
- What helps me study? For example, a quiet environment free from distractions, or with music or noise around me?
- Do I work better alone or with others?

We strongly advise any student who has a disability or additional learning need to let us know as soon as possible to ensure that the appropriate support is available if needed. Extra time or other relevant and appropriate alternative assessment arrangements can be given for most courses or tests if you have any learning difficulties but they must be assessed and agreed in advance by the Head of Student Services.

Tips for successful studying

- ☺ Set aside a place for study. Make sure that you have everything you will need at hand.
- ☺ Set yourself study targets - this helps to break down your course into achievable chunks.
- ☺ Organise your course work and keep it separate from personal paperwork. If you are working on more than one unit, keep each course in separate folders and divide your study time between the two.
- ☺ If you plan to commit one or two evenings a week to your studies, tell your friends and family that you cannot be disturbed during this time.
- ☺ Make sure that you know what your tutor is looking for, and if uncertain, ask for clarification.
- ☺ Keep to deadlines and re-submit corrected work on time.

7. ICT, INTERNET AND PRINTING

All Argyll College UHI students have access to computers in the centres and this will be discussed at induction. You will be given a unique student number (ID) and your password initially will be your date of birth in the format **ddmmyyyy**. For security reasons you should change your password at a later stage. No other students will have access to your folders and storage drive ("H" Drive) and you can use this for your work. Do not give out your password to anyone else, or try to access another student's personal folder. You will also have access to OneDrive which will provide you with far greater storage capacity.

Bring your own device

- You can use your own laptop in college rather than the college PCs if you prefer. iPads or other tablets can be used but are often not so good for college work that need a lot of writing / spreadsheet work.
- You can link your device to the college wifi through Eduroam, enter your user ID in the format (student number)@uhi.ac.uk, and your password is your normal student password. You must link to Eduroam in college for the first time for it to work.

- You will not be able to print in college from your own device but you could use a college PC once you have something ready to print.
- You can get IT Support from the support pages on the college website.

MyDay – student dashboard

MyDay is a dashboard created to bring together in one place links for you to access key services, news and important information. The dashboard can be personalised and will work on a range of devices and is also available in Gaelic. From here you can easily link to BlackBoard, emails, library, OneDrive, Student Hub, HISA and more.

Your college PC should take you straight to the portal, you can also access it when you are offsite by going to myday.uhi.ac.uk. You should then log in with your usual college id and password.

College email account

All students now have access to a college email account. Your email address will be your student id@uhi.ac.uk – for example 12123456@uhi.ac.uk. Your password will be your usual college password. This is the email that your tutors will use if they need to email you course notes or assignments, where you will be kept informed about college events, and where bursary information may be sent to you. You can access your email through the MyDay portal or from the Current Student page on the Argyll College website and click on the email link.

Printing

There is a charge for printing and photocopying however you will have a free allocation of £12 to start with. Once this has run out you will need to pay for it to be topped up, the centre staff can do this for you.

The costs are:

- Black & white - 4p per side A4
- Colour printing - 12p per side A4
- A3 – 8p black & white, 22p colour

Video conferencing

All centres are equipped with video conferencing equipment. Increasingly video conferencing is being used to support and enhance the learning experience for students at a distance from their tutors. This may be used to deliver lectures, provide tutorial support and specific course induction. If required for your course, you will be given training in the use of this facility.

Internet use – rules and regulations

All Argyll College UHI students have free access to the Internet in the centres, but there are strict rules that students must adhere to. The following covers some of the basic rules of accessing the Internet in the college; however, our full ICT and Internet policy is on display in each centre or available on the college website.

- Our computer system logs all Internet use and our systems administrator is able to check on what sites have been visited, when and by whom. The reason for this is system security and to ensure that access to the Internet is not used for illegal purposes.

- Downloading material that could be considered pornographic is illegal. Downloading such material may result in your enrolment as a student being terminated immediately and you may be reported to the police.
- Students may not access chat rooms.

Cyberbullying and online conduct

- Always be aware and think about what you post, do not post any comments or articles that may embarrass or be offensive to someone else
- Make sure your privacy settings are adjusted to only make your posts visible to people who you want to see them
- Block any people who post items offensive to you and if necessary report them to the people who run the website or the police.
- Contribute to the discussions in interesting and helpful ways
- Respect what others contribute and the time and effort they put in
- Do not interact with or condone other bad behaviour online.

Using computers safely

Whether you are using computers in the centres or at home, the following guidelines will help prevent strain or injury while using the computer.

To help prevent strain to your neck, shoulders and back, use these simple tips. These can be done whether you're at home or at work.

- **Computer area:** Keep your computer area organized. Avoid placing things under the desk so you can stretch your legs.
- **Check equipment:** Before working, make sure that all cables are safely out of the way and that there are no loose or hanging cables or broken equipment. If you are in the centre and notice any potential problems or dangers, immediately inform your tutor or centre staff.
- **Sitting with good posture:** Sit back in your chair. This should start you off in a good sitting position. Sit up straight and try to keep your hips and shoulders in a straight line.
- **Feet should touch the floor:** If your feet do not touch the ground, lower your chair, or if your chair cannot be lowered or if it puts you in a position where you are looking up at your monitor, consider using a foot rest.
- **Support the lumbar area:** Make sure you have the lower back supported to help maintain the lumbar curve.
- **Tip seat forward:** For additional help in maintaining the lumbar curve adjust the seat angle forward.
- **Position monitor:** The monitor should be placed where the top of the screen is at eye level and directly in front of you. The distance away should be between 15"-30". Use the length of your arm as a general guide.
- **Use a document holder:** Using a document holder near the monitor helps keep your head in a neutral position and avoid awkward strain.
- **Take breaks and shift your position:** Moving around can take the stress and strain off tired muscles. Mini-breaks with gentle stretching and exercise can make a big

difference in how you feel. Make sure that at least once an hour you stand up and move around.

- **Use wrists supports at the keyboard and with the mouse:** Wrist pads can avoid excess strain; please ask if you feel that you would benefit from using one. Make sure the supports are comfortable and there are no sharp edges. Arms should be relaxed and at about a 90° angle.

8. STUDENT MATTERS

Highlands & Islands Student Association - HISA

- The Highlands and Islands Students' Association (HISA) is the new Students' Association for UHI and its partners. HISA represents everyone, both Higher and Further Education students who are enrolled in UHI or any of the academic partners such as Argyll College.
- The aim of HISA is to make sure that all our students are at the heart of all decisions about learning and teaching and to help improve your student experience.

How it works:

- HISA links with external organisations like NUS to make sure you are represented as a student of the UHI region. It is led by a team of three elected student officers who will work with other elected students in each academic partner to agree the topics and issues of most importance to all further and higher education students. These student officers will form what is called the 'Executive Committee'.
- Argyll College will be represented by an elected HISA Depute who will feedback to HISA. The Depute this year is Shannen Calderwood, and she can be contacted by email at HISA.argyll@uhi.ac.uk.
- HISA works to represent students in many ways. Your HISA Depute, Shannen, will work with class reps to ensure that your voice as students is heard. The HISA Depute also has a seat on the College Board of Governors to ensure College decision making has the students' voice at its heart.
- The HISA Depute works alongside student officers across the Highlands and Islands to ensure University decision making is in line with the student voice.
- HISA also provides opportunities for students to participate in clubs and societies and provides other activities, as well as working with the college to organise any college events.
- HISA will also help you if you need support if you encounter any issues while studying. If you need help with contacting HISA, the student services team or the centre manager where you study can help you

Class Representatives

We actively encourage students to participate in college committees, team meetings and any other aspects that can contribute to the student environment. A Class Representative is someone who is chosen by their class to represent them at regular student/staff course team meetings. Their role is to help identify student issues and by working with the College

staff to ensure that the student voice is considered in all College matters. By participating in this way, class reps can help improve the delivery, content, assessment, feedback and materials for your courses, and they help build a stronger academic community within the college and improve college-wide issues. Class Rep training will be given during the first semester.

Being a class rep can help you to gain skills that will be useful for a future CV or to develop confidence and can be a really interesting thing to take on as you get to be involved in how the college plans for the future

Student feedback

We welcome feedback from students telling us what you think is working well and what things we may be able to improve upon. You can give feedback via your Class Rep, but as well as this there are student surveys that are carried out at different times of the year where your views and suggestions are encouraged.

The first survey is usually the Early Experience survey, which is concerned with your experiences prior to your course starting and over the first few weeks. During the Spring you will be encouraged to take part in another survey giving more detailed information about your course and time at college.

Remember, feedback is one of the ways that you can help to shape the environment in which you study. Please contribute as fully as you can in student surveys, course team meetings and just on a general basis to help us to help you.

Student cards

You will be issued with a photographic student id card within the first few weeks of your course. This may entitle you to discounts in some shops and travel services so don't forget to ask. You can also become a member of the National Union of Students and buy an NUS Extra card which will entitle you to further discounts. To find out more go to the NUS website at www.nus.org.uk.

9. USEFUL WEBSITES

Argyll College UHI	www.argyll.uhi.ac.uk
UHI	www.uhi.ac.uk
Scottish Qualifications Authority	www.sqa.org.uk
Plan IT	www.ceg.org.uk
(Gateway to Careers, learning and work in Scotland)	
Student Awards Agency Scotland	www.saas.gov.uk
UCAS	www.ucas.ac.uk
Lifelong Learning	www.lifelonglearning.co.uk
BBC	www.bbc.co.uk/learning
Skills Development Scotland	www.skillsdevelopmentscotland.co.uk
	www.myworldofwork.co.uk

Tips for sitting assessments

- ☺ Don't panic! They are usually not as bad as you think and as long as you understand the materials you have been working through, you should not have any problems. There will be no trick questions!
- ☺ Try to relax before you come in to sit your assessment. You will think much more clearly if you have a calm mind.
- ☺ If you are unsure whether you are ready to sit an assessment, contact your tutor, who will be able to advise you. As long as you have been sending in your TMAs, then your tutor will know if you are ready to sit the final assessment.
- ☺ You are normally allowed a re-sit so don't worry if you don't pass first time around.

Happy Learning!