



Shetland College
University of the
Highlands and Islands

Student Information Booklet 2011-2012

“Meeting the needs of learners throughout Shetland”

Welcome from the Director

On behalf of all the staff I would like to welcome you to Shetland College we sincerely hope you enjoy your time studying here. As you start your academic year here with us, please take a moment to read this Student Information Booklet as it is packed with useful information.

As we are a partner of Scotland's newest university: the University of the Highlands and Islands, we are able to offer our students the opportunity of studying further, higher, Degree and Post Graduate level courses. Furthermore, many of these courses can be studied in a flexible manner at times and locations convenient for you the learner, thus increasing opportunities and access to learning.

The staff team here at the College are second to none; dedicated, enthusiastic and committed to your learning. They keep up-to-date with the latest trends, organise fact-finding trips and impart their knowledge in a positive and dynamic way.

We are a student centred college, determined to provide a high quality learning experience. Therefore it is very important that we listen to what our students are saying about their learning, the college facilities, indeed anything and everything to do with the college. I'm keen to hear from students on how we can continue to improve our offering to ensure we deliver the very best service to you...so please do not hesitate to drop me an email or stop me in the corridor! My e-mail can be found on the College Website: www.shetland.uhi.ac.uk

Above all, we are absolutely committed to helping you realise your potential and will do everything we can to ensure you fulfil your lifelong career ambitions.



David Gray, Director

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Introduction

We aim to make student life at Shetland College UHI and its Learning Centres a great experience. With the opportunity to make new friends, access student discounts and to study something you enjoy, we feel the student experience here can make a positive difference to your life.

The following pages contain information that you may find helpful, whether you have come to college for the first time or are a returning student. There is a range of information from library opening times to financing your course. If you have any questions to which you cannot find the answer, our staff will be happy to assist you.

Disclaimer

While we have made every effort to ensure that information provided in this Student Information Booklet is accurate, it is intended only as a guide for those studying at the College and Learning Centres. Changes are made from time to time and we reserve the right to add, amend or withdraw courses and facilities.

Equal Opportunities Statement

We are committed to equality of opportunity and non discrimination in all aspects of our work and study. We seek to promote opportunity for all, particularly for study, employment and involvement in the community, without discrimination on grounds of gender, age, disability, religion, socio-economic background, sexual orientation or race.

Students with Additional Support Needs

We welcome applications from all prospective students and strive to provide appropriate and efficient services to students with additional support needs.

Student Discount

Many local businesses have offered a discount to all students holding a student ID Card.

To be entitled to a student ID card, you must:

- Enrolled on a full-time FE or HE course
- Enrolled on a part-time FE or HE course (studying towards an overall named course/award spanning 2 or 3 years such as HNC part-time)
- Enrolled on a part-time FE or HE course (undertaking a complete SVQ programme, or part-time course which spans the complete academic year e.g. New Directions)

Please see the Student Discount Leaflet for a list of the local businesses who are participating in this scheme.

Term Dates for 2011/2012

	Term 1	Term 2	Term 3	Term 4
Students	Wed 24 Aug 2011 - Fri 07 Oct 2011	Wed 26 Oct 2011 (Now Thurs 27 Oct due to in-service arrangements) - Fri 16 Dec 2011	Wed 04 Jan 2012 - Fri 30 Mar 2012 <i>(Up Helly Aa holiday Wed 01 Feb 2012)</i>	Mon 16 Apr 2012 - Fri 29 June 2012
Lecturers	Mon 15 Aug 2011 - Fri 07 Oct 2011	Mon 24 Oct 2011 - Wed 21 Dec 2011	Wed 04 Jan 2012 - Fri 30 Mar 2012 <i>(Up Helly Aa holiday Wed 01 Feb 2012)</i>	Mon 16 Apr 2012 - Fri 29 June 2012
	40 days	42 days	58 days	60 days

Shetland Schools	Mon 15 Aug 2011 - Fri 07 Oct 2011	Mon 24 Oct 2011 - Wed 21 Dec 2011	Wed 04 Jan 2012 - Fri 30 Mar 2012	Mon 16 Apr 2012 - Thurs 28 June 2011
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UHI Semester Dates	Semester 1 – HN Provision		Semester 2 – HN Provision	
	12 Sept 2011 – 27 Jan 2012 <i>(Oct reading week 17-21 Oct 2011)</i>		30 Jan 2012 – 01 June 2012	
	Semester 1 – UG/PGT Degrees		Semester 2 – UG/PGT Degrees	
	12 Sept 2011 – 21 Dec 2011 <i>(Oct reading week 17-21 Oct 2011)</i>		30 Jan 2012 – 01 Jun 2012	

Note: * 01 Feb 2012 is a public holiday for students.

However, some students on UHI networked courses may have lectures that day.

The Library and Information Centre

Shetland College's Library and Information Centre is based off the Common Area in the Phase One Building of the Shetland College UHI main campus at Gremista. This open plan centre is all on ground level throughout and provides:

- Individual study spaces with a quiet working environment.
- Networked PCs with Internet access.
- Printing facilities.
- Photocopying.
- Many core, recommended and supplementary texts for the courses offered at the college.
- Over 30 course related journals, newspapers and magazines.
- Student support from a Chartered Librarian including study/research skills lessons and leaflets, plus inductions into use of all online and physical resources available.
- Two laptops are available for students who need to work in a group. These can be taken into the common area or to a classroom. Please speak to the librarian if you would like to use this facility.

Term Time Library Opening Times

Monday 9.00am - 9.00pm

Tuesday 9.00am - 9.00pm

Wednesday 9.00am - 9.00pm

Thursday 9.30am - 9.00pm

Friday 9.00am - 4. 45pm

F.E. students may borrow up to 6 items, H.E. students up to 12. The usual borrowing period is one month. Membership is automatic for all staff and current students, as well as current students from any of the Academic Partners in the University of the Highlands and Islands. External users and former students may arrange to use the facilities and borrow up to 2 items.

The library catalogue is part of a shared service between the University of the Highlands and Islands partner institutions and our users can search for and request items from anywhere within the partnership. These are then posted to our library for you to collect. Many books are now also available as e-books. These can be found via the library catalogue alongside paper copies.

Staff and students also benefit from access to over 100 online information sources on our Intranet. These include full text of thousands of journal articles, referencing software, encyclopaedias and statistics. Your Librarian will be pleased to show you how to access these.

Every effort is made to ensure equal access to our staff and students – even if it is difficult for them to come into college; therefore enquiries, requests and renewals are welcomed by phone or by email.

Books and other materials for Engineering students, whose courses are undertaken at the NAFC Marine Centre, can be found in the library there

NAFC Marine Centre Library – Port Arthur, Scalloway

Opening Times:

Mon - Fri: 9:00am - 5:00pm

There is an extensive collection of books and journals on mechanical, electrical and marine engineering. In addition, students from Shetland College are able to use the library facilities there during opening hours.

To contact the library staff
Reception Tel: 01595 771000
Direct line Tel: 01595 771258.
Email: library@shetland.uhi.ac.uk

You may access the University of the Highlands and Islands library catalogue, e-resources or see other library related information at - www.uhi.ac.uk/uhi/library

Our website contains useful information and links relating to the Library services. Visit us at www.shetland.uhi.ac.uk/library-services

Printing and Photocopying Charges

All prints and photocopies must be paid for. At the start of your course you will be given a print account with an initial credit of £10.00 for printing or photocopying. Once this has been used, you will need to add credits to your account.

You can purchase extra credits at Reception, where you will be given a receipt. Please take your receipt to the library, where the library staff will update your print account.

There is a minimum charge of £1.00

You are responsible for all pages printed from your account, even if you are not happy with the print produced. You must make sure you select and set your printer preferences correctly each time you print.

The cost of prints and photocopies are:

	A4	A3
Black and White	4p per sheet (single sided)	8p per sheet (single sided)
Black and White	6p per sheet (double sided)	12p per sheet (double sided)
Colour	10p per sheet (single sided)	20p per sheet (single sided)
Colour	20p per sheet (double sided)	40p per sheet (double sided)

Photocopy facilities for student use are available in the library. Please ask the library staff to assist you – they will deduct the number of copies from your account.

Costs

Please note there will be no refunds for any outstanding printing credits

Nursery Facilities

Our nursery provides day care for children aged 3 to 5 years and is based in a specially adapted bungalow. Deliberately small in scale, we've created a cosy and happy atmosphere, a 'home away from home'.

We offer subsidised childcare to our students, enabling them to take advantage of the courses offered by the college. The nursery is also open to the general public at a competitive rate.

We have received an excellent report from HMIE. Our staff provide stimulating and challenging materials and various activities for all children as appropriate to their age and stage of development. Through these planned activities we aim to develop social, physical and mental development.

What parents say about our nursery:

"Blyde Haven Nursery is efficiently run and managed; I know exactly what my child will be doing in the future and on a day to day basis, and any outings that are being planned."

"I am perfectly happy to leave my child with such an understanding and skilful staff."

"Blyde Haven has plenty of materials and resources available for children to explore and I like the idea of new theme topics every month or so to keep the children motivated to learn."

"Staff are all nice and approachable. I feel that I can openly speak to them and I'm confident leaving my child in their care while I'm at the college studying."

"The nursery garden and outdoor play area are excellent. Children have always got the opportunity to play outside and learn."

Costs

Fees are payable monthly on receipt of invoice. Cheques should be made payable to Shetland Islands Council. The College subsidises places at the nursery for students.

(Fees are correct at the time of printing)

Working Parents/Carers

£16.80 / £10.50 CP per session

£28.00 / £22.00 CP per day

£110.00 / £89.00 CP per week

Students

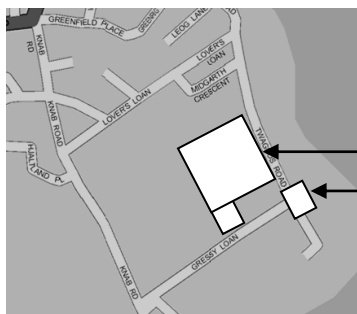
£9.00 / £6.30 CP per session

£14.00 / £11.00 CP per day

£56.00 / £39.00 CP per week

Pre-school children receive 2.5 hours care per day for 36 weeks under the Government Commissioned Placing Scheme.

The nursery is situated at Gressy Loan in Lerwick at the back of the Anderson High School.



Anderson High School
Blyde Haven Nursery

Bus Service

Lerwick to FE College, Gremista and Shetland Catch.

	Route 4 Mon - Sat	Route 6 Mon - Sat	Route 6 Mon - Sat	Route 1 Mon - Fri	Route 1 Mon - Sat	Route 1 Mon - Fri
Sound	07.45	08.40	10.00			
Esplanade	07.48	08.43	10.03	13.05	13.45	15.55
	Harbour Hse.	Harbour Hse.	Harbour Hse.	Main bus stop	Main bus stop	Main bus stop
Viking Bus Station	07.50	08.45	10.05			
FE College	07.58	08.55	10.15	13.20	14.00	16.10

	Route 4 Mon - Fri	Route 1 Mon - Fri	Route 1 Mon - Fri	Route 6 Mon - Fri
FE College	12.45	13.20	14.00	16.50
Esplanade	12.53	13.29	14.09	16.58
Viking Bus Station	12.55			17.00

Lerwick to Scalloway

Monday to Friday

Viking Bus Station	0840	0940	1150	1300	1400	1455	1555	1705	1910
Esplanade	0841	0941	1151	1301	1401	1456	1556	1706	1911
Scalloway Road	0843	0943	1153		1403	1458	1558		1913
Tesco's	0845	0945	1155		1405	1500	1600		1915
King Harald Street	0847	0947	1157	1303	1407	1502	1602	1707	1917
North Road (Bolts)	0848	0948	1158	1304	1408	1503	1603	1708	1918
Holmsgarth	0850	0950	1200	1305	1410	1505	1605	1710	1920
Scalloway Hall		1005	1215	1320	1425	1520	1620	1725	1930
Port Arthur	0905	1010	1220		1430	1525	1625	1730	

Scalloway to Lerwick

Monday to Friday

Port Arthur Scalloway	0730	0815	0915	1025	1220		1430	1530	1630		
Scalloway Hall	0735	0820	0920	1030	1225	1320	1435	1535	1635	1750	1850
Blydoit		0825	0925	1035	1230	1325	1440	1540	1640		
Shetland College					1245						
Holmsgarth		0837	0937	1047	1247	1337	1452	1552	1652		
Tesco's					1250						
LK Observatory	0742									1800	1900
Westerloch Junction	0745									1802	1902
Esplanade	0748				1253					1804	1904
Viking Bus Station	0750	0840	0940	1050	1255	1340	1455	1555	1655	1805	1905

Canteen Facilities

Our canteen is a great facility with a range of meals and snacks to suit everyone's tastes, including soup and 'special of the day' as well as healthy options.

Opening Times:

Mon to Fri: 8.45am to 1:30pm

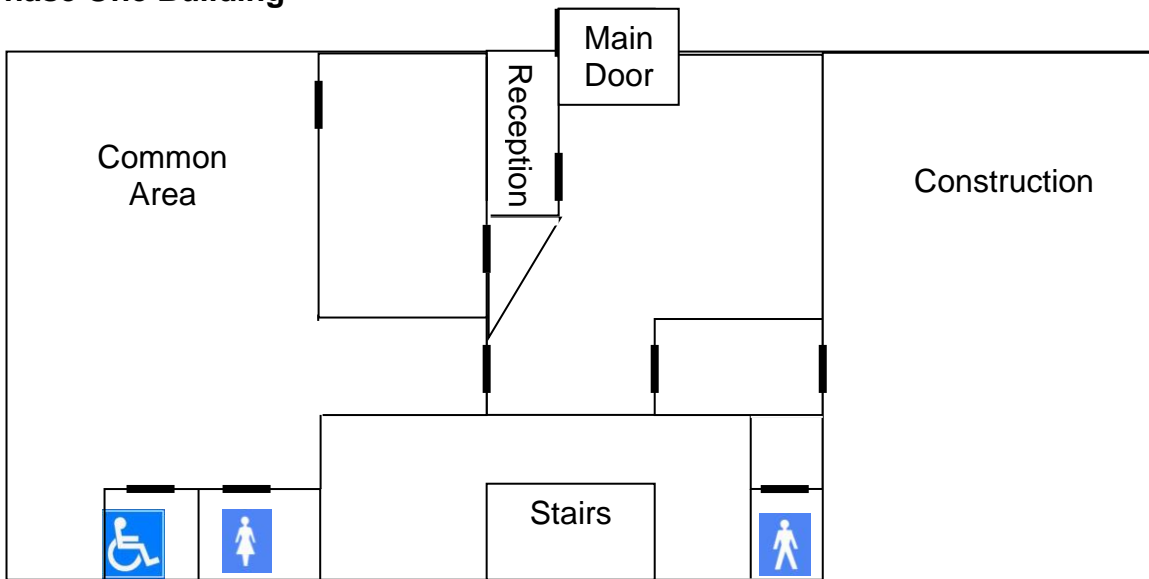
We also have a vending machine providing snacks outside canteen opening hours. With a tasty selection of food, excellent student rates and very reasonable standard prices, our canteen is an excellent choice for breakfast, lunch and snacks.

Toilets at the main campus, Gremista, Lerwick

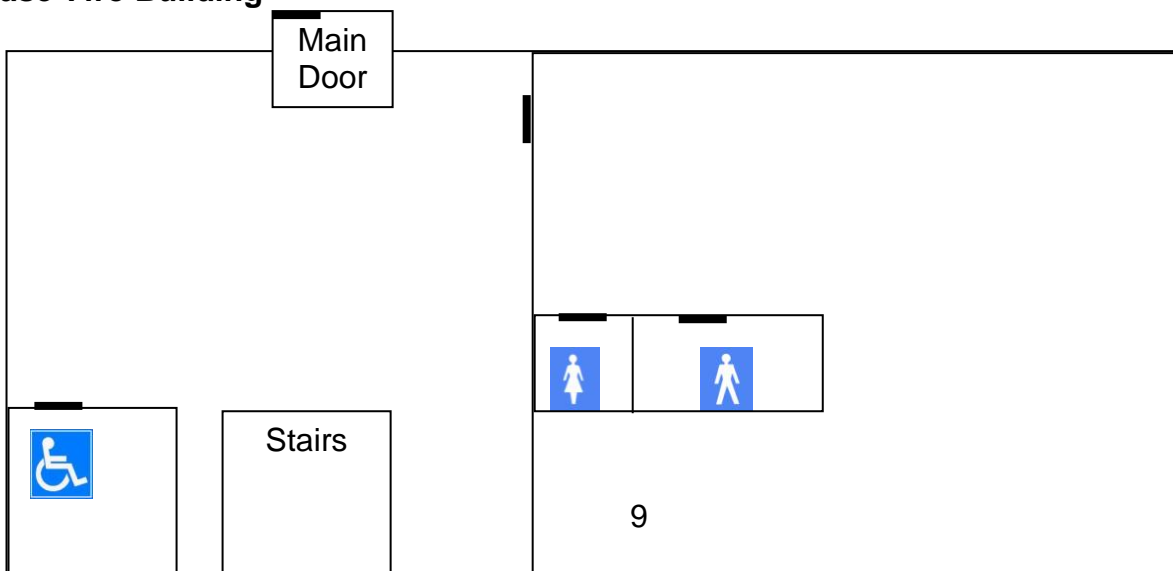
In the main building (Phase One), the female toilets and toilets for disabled people are located adjacent to the common area. The male toilets are located through the Construction department door on the ground floor on the right hand side.

In the Phase Two building, the toilets for disabled people are located on both the ground and first floor, near the main stairwell. There are also toilets located on the ground floor in the Creative Industries department for both male and female use.

Phase One Building



Phase Two Building



Health & Safety Information

The following pages contain important information regarding the college's health and safety procedures. Please make sure that you take the time to read them.

Please remember that all staff and students are responsible for the safety of themselves and others. Some of you may be working in areas with tools or equipment with the potential to cause harm e.g. the construction workshop, the creative industries department or the hospitality kitchen.

Please **do not** carry out practical jokes or horseplay that may put you or your colleagues in danger.

If you do see anything that is damaged, faulty or dangerous please report this to a member of staff so that appropriate action can be taken.

Emergency Evacuation and Fire Procedures

Fire Drill notices are located in classrooms and notice boards throughout the college. Please take time to read these and familiarise yourself with the evacuation procedure as there will be no time to read them in an emergency situation.

Fire / Emergency Evacuation

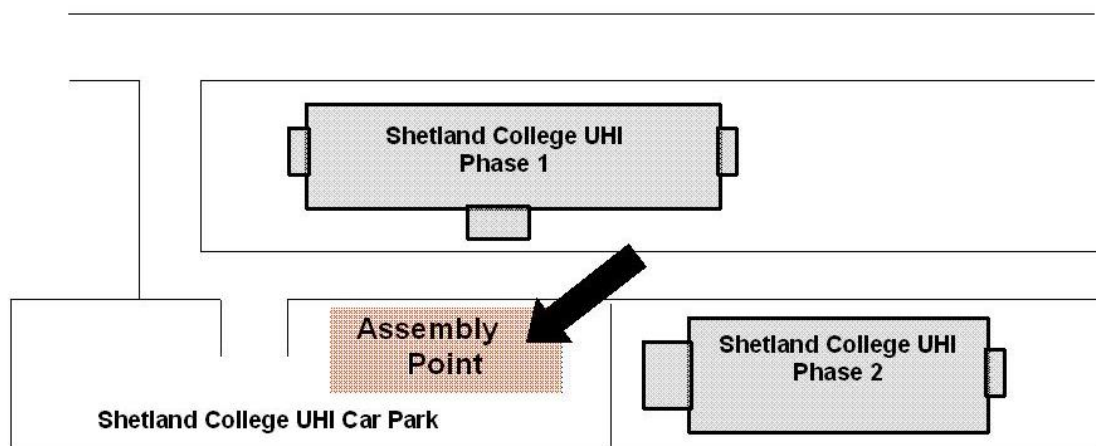
1. When the fire alarm sounds, leave the building by the nearest fire exit immediately.

Lifts are not to be used on any account.

2. All classroom doors must be closed by the tutor.
3. Evacuees should make their way to the Assembly Point as quickly as possible.

The Assembly point is the car park area immediately in front of the building and is clearly marked on this notice.

4. Tutors must check students against the register when gathered at the Assembly point.
5. Any discrepancies should be made known to the Senior Management Team immediately.
6. The Manager in Charge will inform evacuees when it is safe to return to the building.



Manager in Charge: Sue Smith

Fire Drill

The fire alarm is a single tone klaxon sound and fire drills are held once per term.

1. When the fire alarm is activated, remain calm and leave the building by the nearest exit.
2. Do not stop to pick up belongings.
3. Lifts are not to be used.
4. Students should assemble at the Assembly point, which is in the main car park, and report to your class lecturer.

Students must **NOT** re-enter any buildings on the campus, unless they have been told to do so by the Manager in Charge.

Every time you hear the fire alarm go off you need to evacuate the building, you should take the alarm seriously as it may not always be a drill.

Apart from a Friday afternoon at 3.45pm (see Fire Test below).

If you discover a fire

- Operate the nearest fire alarm by smashing the glass and leave the building.
- Do not attempt to fight the fire.

Students who are working outwith the Gremista campus e.g. the Hospitality Department or Local Learning Centres should familiarise themselves with the evacuation procedure for the building they are in. Students should follow that procedure in the event of an emergency evacuation.

Fire Test

A fire test is carried out every Friday at 3.45pm; you do not need to evacuate the building. The test is purely to make sure that the fire alarm is working correctly.

No Smoking Policy

No smoking is allowed on the College campus. The College campus is defined as the buildings and the surrounding areas, including the car park. This means that no smoking is allowed within cars parked in the car park.

**Smokers must use the smoker's shelter, situated behind the Phase 1 Building.
This is the only area on the campus where smoking is allowed.**

Environmental Services have advised that throwing away cigarette butts is considered littering, and can carry a fine of £50. Please ensure all cigarette butts are correctly disposed of in the bin provided in the smoking shelter.

First Aid

First Aid boxes and gloves are located in all classrooms throughout both buildings, as well as Reception. Notices are located in each room with the names of staff who are qualified first aiders and their contact numbers. If you require a first aider either speak to a member of staff or contact Reception.

Reporting of Accidents and Near Misses

It is important that the college is aware of accidents in order that action can be taken to make the college a safer place to work and study.

If an accident or near miss occurs, please complete a PIN form (Personal Incident Notification). This form is available from Reception.

The PIN form is in two parts, both parts must be completed:

The PIN Form Part 1 concerns the incident only and should be completed immediately an incident happens. It must be submitted at the earliest possible opportunity after the accident/incident. This form may be completed by the injured person, a supervisor or a work colleague.

The PIN Form Part 2 is to be used for the recording of the investigation into the incident. The form should also be signed by the relevant Head of Section (or the Director/Depute Director/Operations Manager if the Head of section is not available). Please hand the completed PIN form as soon as possible to Reception.

If you are absent due to illness

Absence from Class

If you have been absent from class you must complete a self-certification form. If your absence continues for more than 5 days you will be required to produce a doctor's certificate.

Self-certification forms can be collected from Reception and should be returned to your course lecturer.

An example is shown on page 37.

Failure to comply with this process will mean a non-explained absence, which in turn may affect Bursary payments.

Absence from Examinations

If you miss an examination due to illness or any other legitimate reason (for example bereavement), you are required to notify the College that you will be absent **prior to the examination** (and in the case of illness you may be required to produce a doctor's certificate).

Please note that failure to notify the College that you will be absent from an examination is counted as a failed attempt.

Core Skills Units attendance

We expect that you will maintain 100% attendance at all classes for any Core Skills unit on which you are entered as part of your college course.

Signing in/out book

The signing in/out book is located in the entrance area of each building. Signing the in/out book means we can ensure that everyone is accounted for in the event of an emergency.

Please remember to sign the in/out book:

- If you leave the campus during class time.
- If you arrive late as class registers are usually taken at the beginning of each class.

If you are going to be absent from any class for whatever reason and are unable to sign the book please notify Reception on 01595 771000 who will inform your class lecturer.

Extreme Weather Conditions

You should note that when schools and the college are to be closed because of extreme weather conditions this information is broadcast in the early morning bulletins of local radio stations (SIBC and Radio Orkney).

A bulletin regarding the closure of the college / classes cancelled will be posted on the Shetland College website, and an e-mail sent to students using Groupwise. It is important that you regularly check your Groupwise e-mail account as all official communication (including from UHI) will be through that medium.

Sometimes news summaries refer only to the closure of schools. You can safely assume that in the event of all schools in Shetland being closed, the college will also be closed.

Change of Contact Details

It is important that you tell us if your contact details change i.e. home address, phone number etc. Please complete a 'Change of Contact Details' form, available from Reception and return it to Reception as soon as possible.

An example is shown on page 35.

Withdrawal/Transfer Form

If you decide to leave before the end of your course, you **must** complete a Withdrawal/Transfer Form. This is available from Reception. When you have completed the form, please return it to Reception as soon as possible.

Student Support Services

Most students require a little extra help from time to time. Shetland College UHI offers help in a number of different areas. Please see your Student Support Booklet for a full list of support staff who are here to help you.

Personal Adviser

You will be allocated a personal adviser who will introduce you to the academic courses and assessment procedures, in addition to providing regular support and guidance on academic matters.

Student Finance

Before you enrol on a course of study it is important that you know how your course is going to be funded, how to apply for funding and what you are entitled to. We can offer you one to one support, advice and guidance on these matters throughout the year from the point of your first enquiry through to the completion of your course and beyond.

Further advice on student finance can be found in the Financial / Fees section of this booklet.

Childcare Fund

A childcare fund is available to all full-time students using registered childcare. Applications from students are income-assessed and are not repayable on completion of the course. Part-time students using registered childcare may be considered for the hardship fund.

Discretionary Fund

We understand that many students struggle to cope on a very low income and so are keen to help students who are in real need before they reach crisis point. Applications will be dependent on the student's income and is aimed at helping those who are in most need.

Guidance Service

The guidance service is located next to the library and just off the Common Area to make it convenient for students to drop in and have a chat. The guidance service provides confidential advice and support on any issues which affect student's welfare e.g. illness, debt, careers guidance and personal matters. Students are encouraged to drop by at their convenience or an appointment can be made where needed.

**For more information on any of the above please contact
Linda Tait on 01595 771236 or linda.tait@shetland.uhi.ac.uk**

Support for learning

We are committed to providing an inclusive learning environment and we aim to make the most of every student's learning opportunities. It is important that all students feel welcome and supported throughout their time with us.

We offer support for all full-time and part-time students to overcome barriers that may affect their learning. Students who have a physical disability, a hearing or visual impairment, a mental health problem or specific learning disability, for example dyslexia, can access additional support with their studies.

Examples of support available:

- Individual support to help organise college work.
- Tutor support for individual subject areas.
- Support to overcome specific difficulties, for example Dyslexia.
- Special arrangements for assessments and exams.
- Timetabled 'drop in' periods for additional support, for example essay-writing techniques, numeracy and computing skills.
- Enabling technology training such as TextHelp!Read&Write - a software package designed to support literacy difficulties.

If you would like to find out more about the kind of support available or if you feel that you need additional support, please get in touch with:

Bob Campbell

Tel: 01595 771441

Email: bob.campbell@shetland.uhi.ac.uk

Alexis Jamieson

Tel: 01595 771402

Email: alexis.jamieson@shetland.uhi.ac.uk

Finance / Fees

The following pages contain financial and fees information that you may find helpful.

The rules about student finance and fees are complicated but all students are welcome to make an appointment to speak to Student Support Services staff who will be more than happy to give assistance or guidance.

Please contact Linda Tait on 01595 771236 or linda.tait@shetland.uhi.ac.uk.

Student Finance/Fees

Further Education Fees 2011/12		Higher Education Fees 2011/12	
Full-time	£1008.00	Degree – Existing Students (from 05/06)	£1285.00
Part-time per module (40 hrs)	£56.40	Degree – New Students (from 06/07)	£1820.00
		Full-Time HN	£1285.00
		Part-Time HE Unit per module (Degree)	£161.00
		Part-Time per HN Credit	£86.00

The above fees do not apply to specific courses such as European Computer Driving Licence, Certificate/Diploma in Counselling Skills, etc. If you are enrolling for one of these courses you will be informed by your lecturer of what the course costs will be.

Before you enrol on a course of study you **must** be sure that your fees will be paid. Some students are sponsored by their employer or another agency. In other circumstances you should make an application to either Shetland Islands Council if your course is FE or the Students Awards Agency for Scotland (SAAS) if it is HE. You do not have to apply for a student loan or a full bursary award, including maintenance. However, if both you and the course of study are eligible for funding your fees will be paid directly to Shetland College UHI.

You should make a “fees only” application to avoid having to pay the fees yourself.

Please ensure you read the Shetland College Fees Policy which is on page 18.

Fees Policy

1. INTRODUCTION

1.1 This policy has been established by the Shetland College Senior Management Team in agreement with the Shetland College Board of Management and taking account of relevant recommendations of the Scottish Funding Council and the UHI.

1.2 References

SMT	Senior Management Team
BoM	Board of Management
SIC	Shetland Islands Council
ILA	Individual Learning Account
SAAS	Students Awards Agency for Scotland
SFC	Scottish Funding Council
UHI	University of the Highlands and Islands

1.3 Responsibilities

It is the responsibility of the SMT that the Course Fees Policy is adhered to.

2. DESCRIPTION

2.1 The purpose of this policy is to outline the process of setting and collecting course fees and make reference to areas where there is scope for discretion in payment of fees, fee waivers and refunds.

3. COURSE FEES

3.1 Key Principles

The College sets its Further Education course fees annually. The Higher Education fees as set by the UHI are adopted under the conditions of the partnership agreement.

Fee charges are reviewed annually by the SMT and are agreed at the BoM.

All students will be made aware of the course fees at interview, in their offer letter and through the Course Fees leaflet.

3.2 What Course Fees Include

3.2.1 Course fees normally include all assessment and examination fees and the cost of materials used in teaching, (except, in the case of full time courses, those materials to be purchased by the student from any bursary/student loan entitlement). Students will be told if additional fees are to be paid for specific courses and/or certification/examinations.

3.3 Payment of Course Fees

3.3.1 Fees are due at enrolment day(s). Payment is taken for part-time and evening classes either in advance or at the 1st session.

- 3.3.2 It is the student's responsibility to pay the course fee at the point of enrolment or to provide evidence that an alternative arrangement has been agreed. Failure to do so may result in the student not being enrolled.
- 3.3.3 Payment can be made by: Cash, Cheque (payable to 'Shetland College'), Switch, Maestro, Delta, Electron, Visa, Access or MasterCard Credit Cards. ILAs are acceptable payment against courses registered with ILA Scotland.
- 3.3.4 At the College's discretion, a student may be allowed to start a course without paying the fee (provided they have appropriate documentation) for the following reasons:
- College Fee Waiver
 - Instalment Payment through Invoicing
 - Fees paid by 3rd party, eg SAAS*, employer (need to supply written evidence)
 - Part-time Fee Waiver

* * SAAS stipulate that a student must remain on the course until 01 December to be entitled to payment of the course fee (for courses starting in the autumn term, other dates apply for other course start dates). If the student leaves before the qualifying date, the student becomes liable for the payment that would have been received from SAAS.

- 3.3.5 Where a student does not have evidence of one of the above arrangements and the student has enrolled or has participated in classes for at least three weeks after the date of enrolment (demonstrating their intention to study under the enrolment contract), the College reserves the right to raise an invoice for the full fee.

Students who subsequently present fee waiver/SAAS/ILA information which leads to fees being awarded will be liable for a £20 non-refundable admin fee.

3.4 **Non Payment of Course Fees**

The College, through Shetland Islands Council Income and Recovery section, will take all necessary action to recover course fees.

3.5 **False Starts**

The College acknowledges that despite all attempts to inform students in advance of enrolment, a student may undertake a course of study that they soon discover is not what they had expected. It is anticipated that this will be determined within two weeks after the date of enrolment or commencing the course. Should a student withdraw from the course within this time frame, the withdrawal will be considered as a 'false start' and no fee will be charged for the two weeks of attendance on the course.

3.6 **Early Leavers**

In instances where students leave early, the College reserves the right to apply pro-rata apportionment of the full course fees. In this event the College will automatically invoice the student for the time of attendance on the course

3.7 **Re-Sits**

Students who need to undertake re-sits of units or modules will be liable for the full cost of unit or module as per current prices.

4. COURSE FEE INSTALMENT PAYMENT FACILITY

- 4.1 Students who are not in a position to pay full course fees on enrolment can apply to the SIC Income and Recovery section to pay by instalments. For this option, an invoice for the full amount of the course will be raised prior to commencement of course and the onus is on the student to contact SIC I&R to arrange suitable repayment schedule.

5. FEE WAIVER

- 5.1 Shetland College operates the Fee Waiver policy in line with guidelines set by Scottish Funding Council.
- 5.2 Students can apply for Fee waiver either for full-time FE courses or part-time HE courses and should ensure that the correct application form is completed. All applications need to be completed in advance of enrolment day and submitted with relevant supporting documentation.
- 5.3 Where a student has requested that a fee waiver be used as payment for their course they must supply a completed fee waiver form and supporting documentation within three weeks of commencement of their course. If the necessary documentation is not received within this timescale, the college will raise an invoice to the student for the full amount of the fees.

Students who subsequently present fee waiver information which leads to fees being awarded will be liable for a £20 non-refundable admin fee.

6. REFUNDS

- 6.1 Course fees will not be refunded unless requested in writing by the student (or student's representative).
- 6.2 Refunds will only be made in special circumstances and at the discretion of the College Director.
- 6.3 Refunds will be made automatically for any course (where course fees have been paid in advance) which fails to run or does not run as advertised.

7. WRITE OFF

- 7.1 Any course fees written off will only happen after all other options have been exhausted, and in line with the SIC policies regarding bad debts.

Financial Support for Further Education Students

Full-Time Courses

The Shetland Islands Council's Schools Service provides bursary support to full-time further education students.

You will be expected to maintain 100% attendance of your course.

Fees will be paid directly to the college and the level of your household income will not be taken into account.

Maintenance allowances (dependant on your circumstances) will be paid in regular instalments throughout the year provided your attendance and attainment are satisfactory.

Materials will be paid in your first instalment.

Travel expenses should be reclaimed on a monthly basis by completing the travel expenses form enclosed with your Bursary offer letter, receipts must be attached or no payment will be made.

The following are amongst some of the things which will affect the amount payable to you as a student:

- Will you be 18 before the start of the course?
- Will you be 21 before the start of the course?
- Do you still live at home with your parents?
- Have you been self-supporting from employment or training allowances for three years or more?
- Are you married?
- Do you have any dependents?
- Have you received bursary support previously?

Financial Support for Higher Education Students

Higher Education (HNC/HND/DEGREE)

Full time higher education courses are funded through the Students Awards Agency for Scotland (SAAS). SAAS will pay tuition fees for all eligible full time students; the level of family income does not matter.

Support for living costs will mainly be through a student loan, Young Student's Bursary or Independent Students Bursary (where applicable) and will be dependent on your personal circumstances.

Part Time study

Part-time students will normally have to pay their own fees unless they have secured other sources of funding e.g. employer, an ILA Scotland Account or they are eligible for fee waiver.

Part-Time Courses

Shetland Islands Council's Schools Service provides bursary support to some part-time courses. You will be expected to maintain 100% attendance of your course.

Contact:

Student Funding, Education and Social Care Department, Hayfield House, Lerwick, ZE1 0QD
Telephone 01595 743844

Fee Waiver

In the following circumstances, you can apply for a "fee waiver" and if you and the course are eligible you will not have to pay the fees for part-time study:

- Your family are in receipt of income support or working tax credit or housing benefit
- You are in receipt of disability living allowance, severe disablement allowance or incapacity benefit
- You have been continuously registered as a job-seeker for more than six weeks
- The net income of your family is equivalent to or lower than the threshold for receiving income support
- You are in receipt of Employment Support Allowance

Application forms and guidance/advice are also available from Student Services staff within the college please call Linda Tait 01595 771236 for further information.

Educational Maintenance Allowance (EMAs)

The EMA is currently under review and is for students aged 16 who could leave school but remain in full-time education either at school or at college. Payments are based on household income.

Contact: Education Service, Hayfield House, Lerwick, ZE1 0QD
Telephone 01595 744983

In order for you to receive your EMA you must maintain 100% attendance of your course.

You are reminded that you must apply for financial support either before starting your course or as soon as possible after your start date to avoid disappointment. If no financial award is given, you are liable to pay the full amount of course fees and will be invoiced in due course after your start date.

Individual Learning Accounts (ILA Scotland)

ILA Scotland is a Scottish Government scheme that helps you pay for learning that you can do at a time, place, pace and in a way to suit you. It's for people who have an income of £22,000 a year or less, or who are on benefits.

If you are 16 or over and living in Scotland, you could get up to £200 towards the cost of learning with a learner account from ILA Scotland. ILA Scotland accounts are available if you are interested in learning something new or brushing up your skills.

There are a range of courses to choose from and you can study with any approved ILA Scotland learning provider, including learning centres, local colleges, universities and private training companies.

You **must** have your ILA in place before you start your course

For applications and enquiries contact the free ILA Scotland helpline on 0808 100 1090

Part-time Higher Education Courses Only

ILA Scotland update

On 1 April 2011, ILA500 was replaced with a new **Part-Time Fee Grant** that will be delivered by the Student Awards Agency for Scotland (SAAS).

To qualify for this funding, you should have an individual income of £22,000 a year or less. You also need to be studying a part-time Higher Education course, Professional Development Award (PDA) or Continuing Professional Development (CPD) at levels 7-11 of the Scottish Qualifications Framework (SCQF) and complete at least 40 SCQF credits per year. You must also be studying at a Scottish Institution. Eligible learners studying less than 40 SCQF credits may qualify for the ILA200 offer. This support also extends to eligible students studying part-time taught postgraduate courses at SCQF Level 11.

Visit the SAAS website www.student-support-saas.gov.uk to find out more and download an application form.

Other Courses

Special Programmes

Courses aimed at students with learning difficulties, literacy and numeracy difficulties or language difficulties – e.g. English as an Additional Language – are often funded from other sources and may be available at no charge.

More information is available from Karen Eunson, Community Learning Section.
Tel: 01595 771242 or e-mail: karen.eunson@shetland.uhi.ac.uk

Construction Skills

Scottish Vocational Qualifications at Level 2 and Level 3 are provided at Shetland College and funded by Construction Skills. Students should be employed in a workplace, which provides the opportunity to work in a construction environment relevant to the course of study, and will attend college on a block-release basis.

More information is available from Anthony McLeod, Construction Section.
Tel: 01595 771464 or e-mail: anthony.mcleod@shetland.uhi.ac.uk

Benefits

Some students can remain on benefits whilst studying. You should seek advice from the JobCentre Plus, The Department of Work and Pensions or the Citizen's Advice Bureau prior to starting your course.

Staff at Shetland College UHI will help you with any enquiries you have.

For guidance and funding advice please contact:

Linda Tait Tel: 01595 771236

Email: linda.tait@shetland.uhi.ac.uk

Discretionary Funds

In addition to bursaries/grants there are some additional sources of funding to which students who find themselves in financial difficulty can apply.

Further Education Students

- Further Education Discretionary Fund

Higher Education Students

- Higher Education Discretionary Fund
- Students should have taken out a student loan, if eligible, and applied for the full amount to which they are entitled before receiving help from the Higher Education Discretionary Fund

For more information please contact:

Linda Tait on 01595 771236

Email: linda.tait@shetland.uhi.ac.uk

Learning and Teaching Agreement

This is a contract between Shetland College and

.....

a student on the course

.....

The Student agrees to:

1. Attend college according to your course timetable and follow college rules.
2. Complete course work and assessments on time.
3. Let the college know if you are absent.
4. Follow the policy for using college computers and equipment.
5. Return all books, equipment and materials to the college when you finish or leave your course.

Shetland College agrees to:

1. Teach lessons using suitable tutors.
2. Provide learning and teaching equipment, materials and rooms for the course being studied.
3. Inform students about their course and their progress on the course.
4. Provide guidance and support.
5. Listen to students' views to make the college better.

Student's signature

.....

Signed on behalf of Shetland College

.....

Date

Submission Sheet for Assignments / Assessments

When submitting assignments and assessments you must fill in a submission sheet and this should be enclosed with every assignment / assessment.

Assignments and assessments can be submitted directly to your course lecturer, or via Reception.

Submission sheets are available from the following locations:

- Reception
- Student notice board
- Course lecturers

An example of the submission sheet is shown on page 36.

Students must ensure that submissions are made within the deadlines set.

Plagiarism

Plagiarism is when you copy someone else's work, words or ideas, without acknowledging / saying where the words or ideas came from.

Plagiarism is theft and a very serious form of academic cheating

To avoid plagiarism you should at all times acknowledge where you have got your information from by:

- Using quotation marks and referencing when you have copied any words exactly from a source
- *“Ageing is associated with a decline in the function of both tissues and organs, but the age at which this happens and it's severity vary with the site”
(MacLennan 1990)*
- Referencing every source that you have used to get ideas from, even if you have not used the exact words from the source
- *The process of ageing is the deterioration of bodily function, the severity of depends on how old you are and where in the body the deterioration is taking place. (MacLennan 1990)*
- Completing all assignments / assessments by yourself in your own words, unless your lecturer has asked you to work with a group

For more information regarding plagiarism please go to
www.uhi.ac.uk/home/students/studying-skills/plagiarism

Contact your lecturer if you have any questions or doubts about plagiarism and what you should do.

Computer Use

Computer users are advised that World Wide Web Internet access is monitored in both the classrooms and the library.

The college will take immediate action against individuals who download inappropriate or offensive materials.

Users who contravene the college Acceptable Use Policy will be denied access to college computing facilities.

Students are reminded of point number 4 within the Student Section of the Teaching and Learning Agreement.

'The student agrees to:

4. *Follow the policy for using college computers and equipment.'*

Your College e-mail Account

We use an email product called Novell Groupwise and as a student you will be expected to check your e-mail account on a regular basis for updates from your lecturers and information on college activities and news.

Acceptable Use Policy

College Computing Facilities

The College computing facilities are provided to facilitate each student's work for educational or training purposes. **All students are expected to check their email accounts regularly for communication from college staff.**

A User may use the College computing facilities for the purpose of interworking with other User Organisations, and with organisations attached to networks that are reachable via interworking agreements operated by UKERNA.

All use of the College computing facilities may be subject to payment of the appropriate charges in force during the period of service. Any provision of service must be authorised in advance.

Use for other purposes, such as personal email or recreational use of the World Wide Web or Usenet News, is a privilege, not a right, and may be withdrawn. Any such use must not interfere with the user's duties or studies or any other person's use of computer systems and must not, in any way, bring the College into disrepute.

Subject to the following paragraphs, the College computing facilities may be used for any legal activity that is in furtherance of the aims and policies of the User and or User Organisation.

Unacceptable Use

The College computing facilities **may not** be used for any of the following:

- the creation or transmission (other than for properly supervised and lawful research purposes) of any offensive, obscene or indecent images, data or other material, or any data capable of being resolved into obscene or indecent images or material.
- the creation or transmission of material which is designed to or likely to cause annoyance, inconvenience or needless anxiety.
- the creation or transmission of defamatory material.
- the transmission of material such that this infringes the copyright of another person.
- the transmission of unsolicited commercial or advertising material either to other User Organisations, or to organisations connected to other networks.
- deliberate unauthorised access to facilities or services accessible via the College computing facilities.

or **deliberate activities** with any of the following characteristics:

- wasting staff effort or networked resources, including time on end systems accessible via the College computing facilities and the effort of staff involved in the support of those systems; corrupting or destroying other users' data; violating the privacy of other users; disrupting the work of other users.
- using the College computing facilities in a way that denies service to other users (for example, deliberate or reckless overloading of access links or of switching equipment).
- continuing to use an item of networking software or hardware after College staff have requested that use cease because it is causing disruption to the correct functioning of the College computing facilities.
- other misuse of the College computing facilities or networked resources, such as the introduction of 'computer viruses'.
- copying or using unlicensed copyright software.

Where the College computing facilities are being used to access another network, any abuse of the acceptable use policy of that network will be regarded as unacceptable use of the College computing facilities.

Student Disciplinary Code

Students are asked to read the Disciplinary Code, and Acceptable Use Policy relating to computing facilities, and sign the student contract (Teaching and Learning Agreement) to indicate understanding and acceptance of the Code and Policy. These documents will be issued at enrolment to all students along with the Student Information Booklet and Photo Consent Form.

It is a breach of College discipline for any student intentionally to:

1. Obstruct or hinder teaching, study, administration or recreational activities. This includes obstructing or hindering any member of staff or any officer of the Students' Association in carrying out her/his duties.
2. Cause minor damage to any property belonging to the College, the Students' Association, College staff, students or visitors to the College campus.
3. Make use by any unfair means or practical deceit, or assist another student to behave in this way, during any College test, examination or in the carrying out of any assignment.
4. Use illegal drugs or consume alcohol on any part of the College campus.
5. Take part in any class or make use of any College facility whilst under the influence of alcohol or any other substance, to the extent that it is believed to be to the detriment of her/his appropriate response or behaviour.
6. Abuse, threaten, assault or seriously endanger the health and safety of any College employee, officer of the Students' Association, student or visitor to the College campus.
7. Cause wilful serious damage, steal any property belonging to the College, the Students' Association, College staff, students or visitor to the College campus or attempt to defraud the College of any monies.
8. Break any condition of the College's Acceptable Use Policy for the use of computer equipment.
9. Intentionally plagiarise by copying someone else's work without acknowledging appropriately.
10. Engage in unwanted conduct against any College employee, officer of the Students' Association, student or visitor to the College campus, which violates that person's dignity, or creates an intimidating, hostile, degrading, humiliating or offensive environment for that person.
11. Victimise or discriminate against any College employee, officer of the Students' Association, student or visitor to the College campus, on the grounds of gender, race, disability, age, sexual orientation or religious belief.
12. Bully or harass any College employee, officer of the Students' Association, student or visitor to the College campus.

Note

- a. The above list is NOT exhaustive and includes any other breach of College discipline.
- b. Items 3, 6, 7, 8, 9, 10 and 11 will normally be seen as a gross breach of College discipline and, even though a student has not previously been given a disciplinary warning, may result in a student losing the privilege of studying at the College and having access to the College premises.
- c. A criminal conviction or other unacceptable conduct which in the opinion of the Director or his representative causes the student to be unsuitable to continue her/his studies at the College, whether or not the conduct occurred on the College premises, will be seen as a gross breach of College discipline and will be treated as such.

Appeals Handout

The basics of the appeal system are as follows

Where an Assessor / Lecturer judges the Candidate to be “not yet competent” in a unit, the candidate has a right to appeal against that judgement.

If a Candidate believes they have grounds to appeal against a judgement made by an Assessor / Lecturer, they should advise the Depute Director of this and ask that appropriate action be taken to rectify the situation, this normally involves the Assessor.

If the matter is not resolved and in the event of the Candidate remaining unsatisfied, the Candidate should then consult with Depute Director, to ensure that the appeal progresses to the next stage: involvement of Internal Verifier.

If the matter remains unresolved and in the event of the Candidate remaining unsatisfied, the Candidate then should consult with Depute Director to ensure that the appeal progresses to the next stage: involvement of the SQA Co-ordinator.

The following should be noted:

- Any decision given by the SQA Co-ordinator will be regarded as final.
- All appeals, at all stages, will be recorded in writing, even if successfully resolved.
- Candidates have the right to ask for and receive help to assemble their evidence.
- The SQA Co-ordinator will make use of evidence gathered during the assessment.
- The SQA Co-ordinator is answerable to Awarding Bodies.

Should you require further information please contact:

Depute Director: Irene Peterson, Tel: 771401
irene.peterson@shetland.uhi.ac.uk

Grievance Handout

When a student has a complaint which they feel can not be settled by the college's evaluation or appeals procedures they have the right to raise the matter under grievance procedure.

If a student believes they have grounds for grievance, they should advise the Depute Director and ask that appropriate action be taken.

At that time every effort should be made to resolve the matter satisfactorily, without the need to proceed further.

If the matter is not resolved and in the event of the student remaining unsatisfied, the student then should meet with the Depute Director.

If the matter is not resolved and in the event of the student remaining unsatisfied, the student should then meet with the Director.

The following should be noted

- Any decision given by the Director will be regarded as final.
- All grievances, at all stages, will be recorded in writing, even if they are successfully resolved.
- Students have the right to ask for and to receive help to assemble their evidence and can be represented at proceedings by another student, who is also attending Shetland College, or a member of the Guidance Team.
- The Director will make use of evidence gathered during the grievance.

If you do not feel that this procedure has satisfactorily dealt with your complaint then

- Your student representative can raise the matter at college council.
- You or your student representative can raise the matter privately with the college council chairman.

Should you require further information, please contact:

Depute Director: Irene Peterson, Tel: 771401
irene.peterson@shetland.uhi.ac.uk

Student Grievance Procedure

Policy

It is college policy to ensure that all matters of concern to students (whether of an individual or general nature) are dealt with fairly and speedily, and that every reasonable effort is made to resolve the matter satisfactorily without the need to go to grievance.

Responsibility

Student

- to consider the facts relating to the situation as objectively as possible, to study the grievance procedures and to follow them.
- to write down grounds for grievance, evidence and questions, and to keep copies.
- to discuss the grievance with the Depute Director and to be advised on the appropriate procedure.
- when requested, meet with agreed individual/s and discuss grievance topics.
- if unresolved, meet, when requested, with the Depute Director and discuss grievance topics.
- if unresolved, meet, when requested, with the Director and present grievance.

At any stage, the student can seek and receive help in gathering evidence and presenting facts and be represented, or accompanied, either by a Tutor, or by another student at Shetland College, or in the case of a young person by a parent or guardian.

Depute Director

Every reasonable effort will be made at this stage to resolve the matter satisfactorily, without the need to proceed further:

- meet with the Candidate as soon as possible after matter is raised, explore grounds for grievance and arrange for next stage, if deemed necessary.
- to inform the Lecturer/Head of Section after reaching agreement with the student.
- to ensure that the grievance progresses through the recognised procedure until a final decision is reached.
- to keep written records of dates, personnel, meeting issues and outcome, successful or unsuccessful.

Lecturer/Head of Section

- to meet with the Student as soon as possible after request.
- to study evidence objectively and seek to resolve the matter if possible.
- to keep written records of dates, personnel, meeting issues and outcome, successful or unsuccessful.
- to inform the Depute Director of any outcome.
- to meet with the Student and Depute Director and/or Director, if requested.

Director

- to meet with the Student as soon as possible after request.
- to study evidence objectively, meet with other parties if considered necessary, and reach a decision.
- to inform the Student, formally, on the decision arrived at.
- to ensure remedial action is taken where a grievance has been upheld.

Procedure

Introduction

Information about the appeals and grievance procedures is an integral part of College procedure and provision at the start of each academic session; initially at pre-entry interview stage and later in student handout material.

Grievance

If a candidate believes they have grounds to lodge a grievance s/he should contact the Depute Director, who will ensure that the grievance is followed as necessary, until a decision is reached.

Grounds for Grievance

When a student has a complaint about the programme s/he is following, which s/he feels would not be best addressed by the normal evaluation or appeals procedures.

When a student has a general complaint, has been unable to have it resolved and feels that grievance is the only avenue remaining.

Grievance System

The grievance procedure is as follows:

- The grievance should be made within a reasonable time - normally within seven days of the cause for grievance becoming known.
- The College undertakes to complete the procedure within a reasonable time - normally within fourteen days of notification of grievance.
- If students believe they have grounds to appeal they should advise the Depute Director, and ask for appropriate action to be taken to rectify the situation.
- At this point every attempt should be made to resolve the matter without the need to proceed to an official grievance.

If matter is not resolved and in the event of the student remaining unsatisfied, the Depute Director will then refer the matter to the appropriate Lecturer or Head of Section, as agreed with the student, with the request that the relevant material be considered, a meeting arranged with the student and a solution sought and agreed.

If matter remains unresolved and in the event of the student remaining unsatisfied, the Depute Director will then refer the matter to the Director with the request that the relevant materials be considered, relevant parties consulted, and a decision made.

Records

Evidence of grievance procedure implementation includes:

- student induction programme
- induction programme attendance log
- Record of Grievance **Forms QF14, QF 15**

Change of Contact details

Student Number:

Course:

Address:

.....

.....

Telephone number:

New Contact details

Example

Address:

.....

.....

.....

Telephone Number:

Please forward to Student Services as soon as possible.

Office use only:

On SITS On SQA

Signature:

Date:

Submission Sheet for Assignments / Assessments



Assessment title

Lecturer(s):			
Unit title(s):			
Unit code(s):			
Outcomes assessed:			
Date issued:		Date submitted:	
Date due:		Word-count:	
Student candidate number:		Location:	
Programme:			

Submitting your assessment:

Example

Declaration of originality and authorisation to hold this assessment electronically and verify that it is original:

UHI recognises that plagiarism, where deliberately engaged in, is unacceptable and is considered serious academic malpractice. **Students are responsible for ensuring the work they submit is their own.** If you have any queries you should contact your Tutor or Student Adviser before submitting your assessment.

By submitting this assessment I declare that the attached piece of work is my own. I have acknowledged all the sources I have consulted and where I have used words which are not my own, I have clearly indicated this in the references.

Student candidate number:		Date:	
---------------------------	--	-------	--

Staff use only

Date received:		Attempt No.:	1	2
Marked by:		Result/Grade:		
Sampled for IV:	Y / N			



Student Self Certification

Name	
Course	

Reason for Absence

Date of first absence _____ date of return to college _____
Absence exceeded 5 days and I have enclosed a Medical Certificate (tick box) <input type="checkbox"/>

Was your absence caused by an accident in College? Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes, give brief details: Example

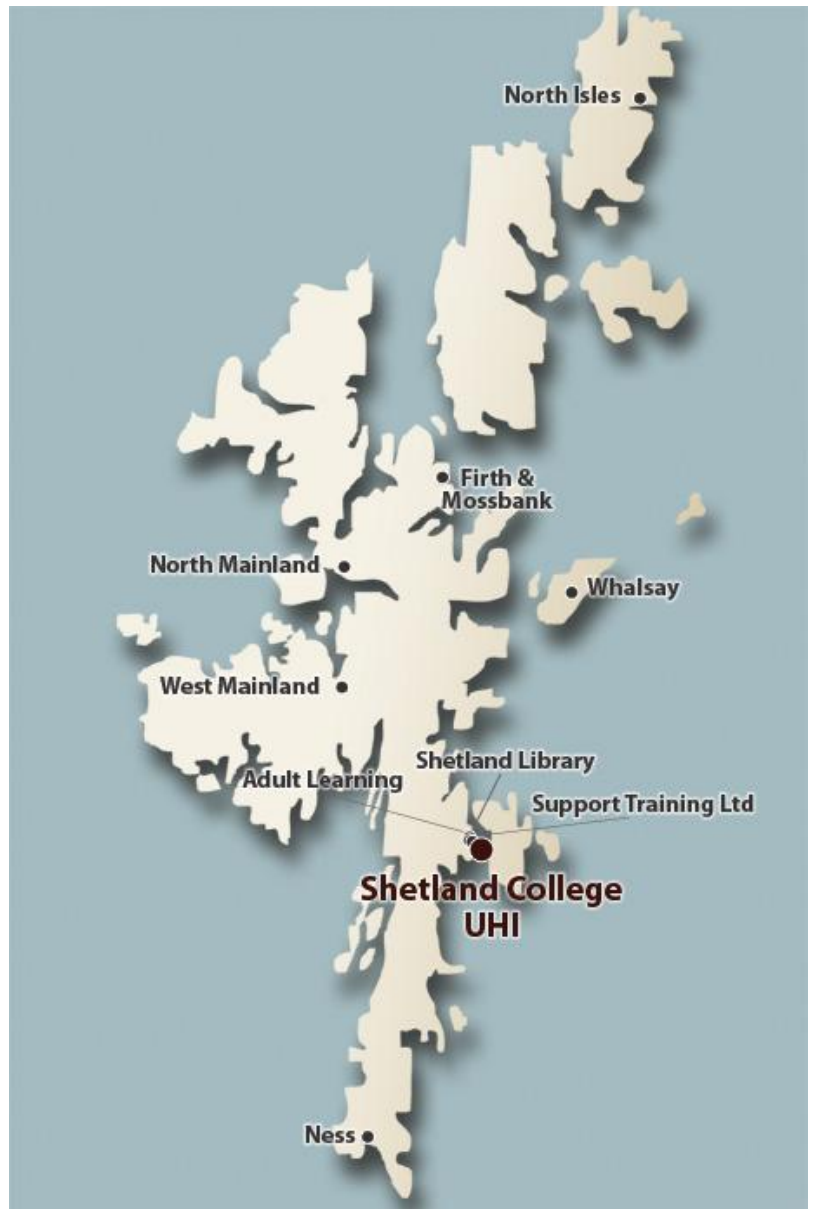
Comments

Signature		Date	
-----------	--	------	--

Learning Centres

Support for study is available at Learning Centres throughout Shetland. There are 6 main Learning Centres based in:

- North Isles
(Baltasound Unst)
- North Mainland
(4 Havragord, Brae)
- Whalsay
(Whalsay Lesiure Centre)
- West Mainland
(West Mainland Leisure Centre)
- Lerwick Community Learning
(Islesburgh Community Centre)
- Ness
(Boddam Public Hall, Dunrossness)



Mission Statement

Shetland College UHI seeks to make a major contribution to the local economy through provision of high quality further and higher education and training which meets the needs of the population and employers.

Reception Hours

Our Administration / Reception staff are always happy to help with your enquiries.
The Reception is based in the Phase 1 Building of Shetland College UHI on the college's main campus at Gremista, Lerwick and is open from:

9.00am-9.00pm Monday to Thursday
9.00am – 4.45pm on Friday

Shetland College UHI, Gremista, Lerwick, Shetland, ZE1 0PX
Tel: 01595 771000, Fax: 01595 771001
e-mail: shetland.college@shetland.uhi.ac.uk
web: www.shetland.uhi.ac.uk