



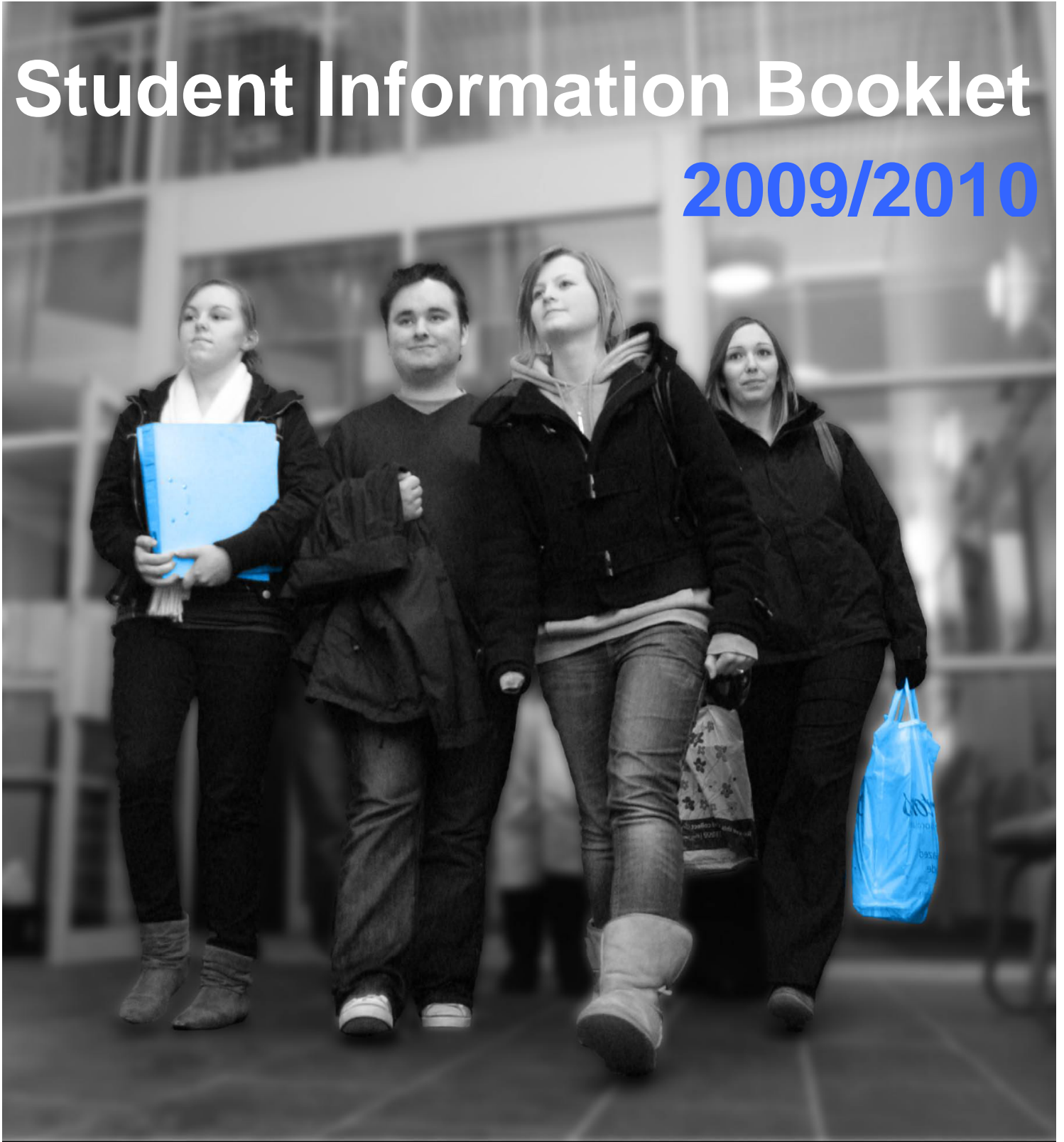
# Shetland College

*Creating the University of the Highlands and Islands*



## Student Information Booklet

2009/2010



***“Meeting the needs of learners throughout Shetland”***



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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, get involved with the Student Associations and to study something you enjoy, we feel the student experience here can make a positive difference to your life. When asked, 100% of our students gave a positive response to the standard of equipment and resources available and the welcoming nature of our staff.

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 which you cannot find the answer to, our staff will be happy to assist you with any enquires you may have.

## **Students with Additional Support Needs**

Shetland College UHI welcomes applications from all prospective students and strives to provide appropriate and efficient services to students with additional needs.

## **Disclaimer**

While Shetland College UHI has made every effort to ensure that information provided in this Student Information Booklet is accurate, it is intended only as a guide for those considering study 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.

## Welcome from the Director

I hope that you find our Student Information Booklet useful to you as part of your enrolment process.

Learning is a life long activity and we at Shetland College UHI welcome all learners and will work with you to help you achieve your targets.

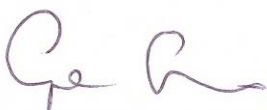
Shetland College is a partner within UHI Millennium Institute and offers students in Shetland the opportunity of studying further, higher and degree level courses. It is now possible to study courses in Shetland which previously would have only been available if you were prepared to leave Shetland. Furthermore many of these courses can be studied in a flexible manner thus increasing opportunities and access to learning.

We are a student centred college determined to provide high quality learning. Indeed our teaching and learning has been consistently held in high regard by external assessors and we are rightly proud of that. However, we are committed to improving the quality of what we offer and therefore we routinely assess and evaluate the quality of our courses to ensure they continue to meet the student's needs. We would welcome any comments and feedback from you and we will act on what you tell us.

We are also working hard at improving the support facilities for students. We have an excellent library on our Gremista Campus and students have access to Guidance support and to specialist support for learning staff. Currently we are looking at the possibilities of extending the campus at Lerwick thus improving further the learning and teaching spaces as well as the social and recreational areas.

Thank you for joining us at Shetland College UHI, we hope you enjoy your course

With best wishes



George Smith, Director



## The Library and Learning Centre

Shetland College's Library and Information Centre is based behind the Main Reception area in the Upper 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
- All core texts and supplementary reading for the courses offered at the college
- Over 30 course related journals 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
- Equipment and software to allow the scanning and "reading out" of text for those with reading difficulties

### Library Opening Times

Monday	9.00am - 9.00pm
Tuesday	9.00am - 9.00pm
Wednesday	9.00am- 5.00pm
Thursday	9.00am - 9.00pm
Friday	9.00am - 4.00pm

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 students. External users may arrange to use the facilities and borrow up to 2 items.

The library catalogue is part of a shared service from all the UHI partner colleges and therefore our users can search for and borrow items from anywhere within the UHI. These are then posted to our library for you to collect.

Staff and students also benefit from access to over 100 online information sources on our Intranet. These include full text of hundreds 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.

To contact the Librarian, Ruth Priest - you may telephone via reception on 01595 771000 or direct on 01595 771258 or by Email: [ruth.priest@shetland.uhi.ac.uk](mailto:ruth.priest@shetland.uhi.ac.uk).

You may access the library catalogue, e-resources or see other library related information at: <http://www.uhi.ac.uk/uhi/library>

## **Canteen Facilities**

Shetland College UHI has a substantial canteen facility which should suit everyone's individual tastes. Freshly made healthy options like salads, jacket potatoes and soup are always available along with our famous homemade scones, cakes and saucermeat rolls.

Our canteen supports fair trade by using tea and coffee from this source. We have reduced student prices on a variety of our food and also cater for the public and staff with very reasonable standard prices.

### **Opening Hours**

Monday - Friday

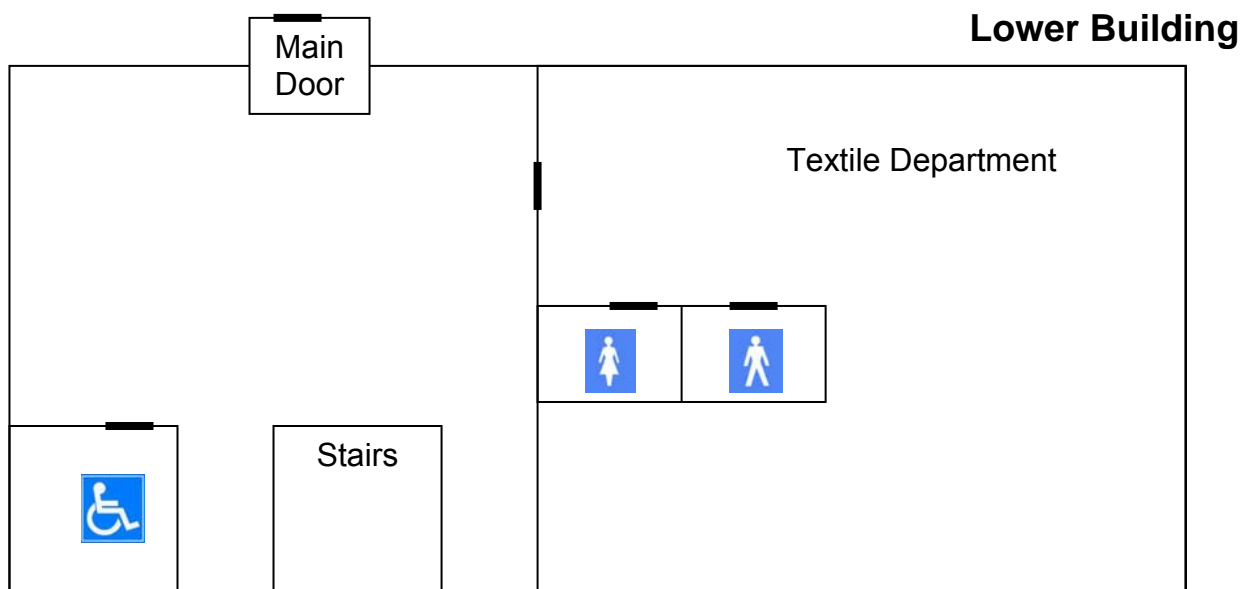
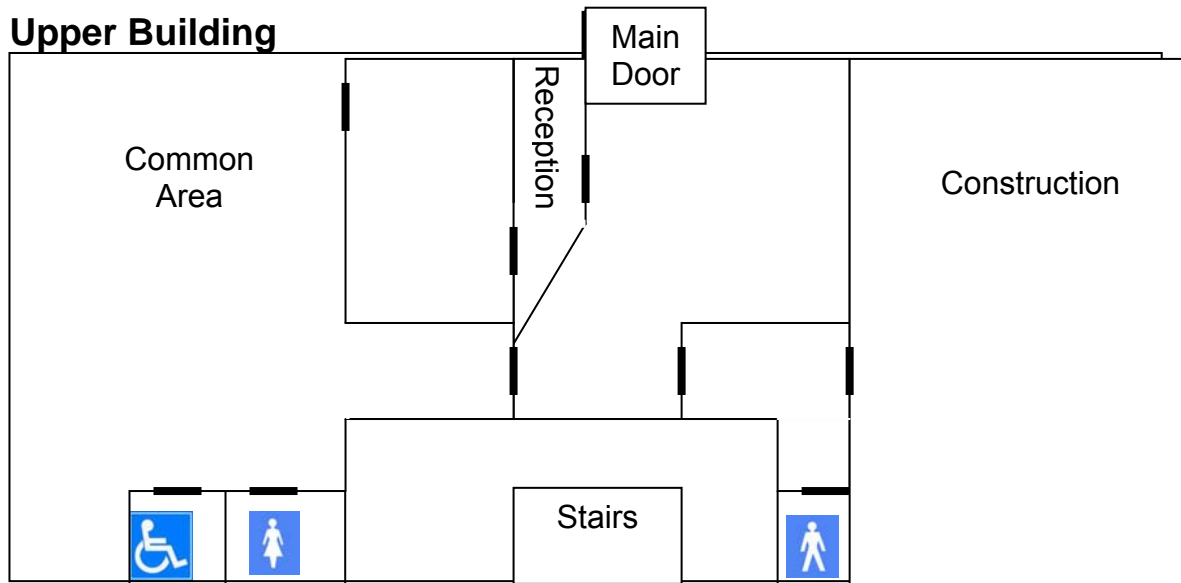
10.30am – 11.15am and 12.15pm – 1.45pm

There is also a vending machine situated in the canteen area with a selection of snacks and refreshments.

## Toilets

In the main building (Upper Building) 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 Lower 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 Textiles department for both male and female use.



## Nursery Facilities

Shetland College UHI Nursery offers day care facilities for children aged 3-5years old and is based in a bungalow which has been specially adapted to cater for the needs of the pre-school child. It is intended that the small scale of this will assist a homely and happy atmosphere.

Blyde Haven Nursery has been established to offer subsidised childcare to students thus enabling them to enrol when they may not otherwise be able to take advantage of the courses offered by the college.

It is however not only open to students but also to the general public thus enabling parents to return to work full or part-time.

Blyde Haven Nursery has many 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 mind and body.

### Opening Hours

Monday to Friday

Full Day: 9.00am - 5.00pm

Morning Session: 9.00am - 1.00pm

Afternoon Session: 1.15pm - 5.00pm

Telephone: 01595 695665

### 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. 3-5 years / Pre-school Commissioned Placements (CP).

#### Working Parents/Carers

£16.00 / £10.00 CP per session

£26.50 / £20.50 CP per day

£105.00 / £85.00 CP per week

#### Students

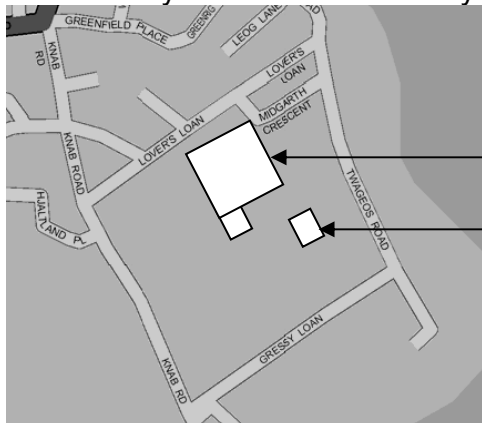
£8.50 / £6.00 CP per session

£13.50 / £10.50 CP per day

£53.00 / £37.00 CP per week

Pre-school children receive 2.5 hours care per day for 33 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.

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

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

# Term Dates

2009/2010

<b>Shetland College UHI</b>				
<b>Term dates 2009/2010</b>				
	<b>Term 1</b>	<b>Term 2</b>	<b>Term 3</b>	<b>Term 4</b>
<b>Students</b>	Monday 31 August  to Friday 9 October	Monday 26 October  to Friday 22 December	Wednesday 6 January  to Friday 26 March <i>(Up Helly Aa holiday Wednesday 27 January 2010)</i>	Monday 12 April  to Friday 2 July
<b>Shetland schools</b> (subject to local variations)	Monday 17 August  to Friday 9 October	Monday 26 October  to Friday 22 December	Wednesday 6 January  to Friday 26 March	Monday 12 April  to Friday 2 July
<b>UHI term dates (Provisional Christmas and Easter closure dates)</b>	Monday 7 September  to 18 Friday December	Monday 25 January  to Friday 21 May		

Note: \* 27 January is a public holiday for students. However, some students on UHI networked courses may have lectures that day.

# Health & Safety Information

## Emergency Evacuation

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 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 tutor.

Students must **NOT** re-enter any buildings on the campus, unless they have been told to do 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 on a Friday after noon at 3.45pm (see Fire Test below).**

## 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.

## 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.

## Signing in/out book

The signing in/out book is located in the entrance area of each building. If you leave the campus during class time please sign the book. If you arrive late please sign in 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. By signing the book we can ensure that everyone is accounted for in the event of an emergency.

## Reporting of Accidents

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), which 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 Section Head (or the Director/Depute Director/Operations Manager if the section head is not available). Please hand in the completed PIN form as soon as possible to reception.

### **First Aid**

First Aid boxes and gloves are located in many rooms throughout the buildings. Many of the staff are qualified first aiders and the names of first aiders are on signs near the first aid boxes.

### **General**

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 textiles department or the catering kitchens. 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 and appropriate action will be taken.*

## **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 also see your Student Support Booklet for a full list of support staff who are here to help you.

### **Personal Adviser**

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

### **Student Finance**

Before you enrol on a course of study through Shetland College UHI it is important that you know how it is going to be funded, how to apply for funding and what you are entitled to. Shetland College offers one to one support for students who require advice and guidance on these matters throughout the year from the point of their first enquiry through to the completion of their course and beyond.

*Further advice on student finance can be found in the college prospectus.*

### **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 from the discretionary fund.

### **Discretionary Fund**

At Shetland College UHI 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. Discretionary funds are available to both full and part-time students. 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 at Shetland College UHI is located next to the library and just off the canteen 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](mailto:linda.tait@shetland.uhi.ac.uk)

## Student Council

Each year a Student Council is formed to promote student activities and to foster student college interests. A committee will be elected in September and all students are invited to participate in the election to choose their class representative. During your time at Shetland College UHI each student is almost certain to benefit from the activities of the Student Council.

## Support for Learning

Shetland College UHI is committed to providing an inclusive learning environment and we aim to make the most of every student's learning opportunities.

It is important to us that all college students feel welcomed and supported throughout their time at college.

Shetland College UHI offers 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 e.g. dyslexia, can access additional support with their studies.

Support is available in a variety of different ways:

- Individual support to help organise your college work
- Tutor support for individual subject areas
- Support to overcome specific difficulties e.g. dyslexia
- Special arrangements for assessments and exams
- Timetabled 'drop in' periods for additional support e.g. essay writing techniques, numeracy and computing skills
- Enabling technology training e.g. 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 contact the college.

### Support for Learning Staff

Bob Campbell      01595 771 441      bob.campbell@shetland.uhi.ac.uk  
Alexis Jamieson    01595 771 402      alexis.jamieson@shetland.uhi.ac.uk

## Equal Opportunities Statement

Shetland College UHI is committed to equality of opportunity and non-discrimination in all aspects of its 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.

# 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

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

## Student Finance/Fees

Further Education Fees 2009/10		Higher Education Fees 2009/10	
Full-time	£1008.00	Degree – Existing Students (start pre 2006/07)	£1285.00
Part-time per module (40 hrs)	£56.40	Degree – New Students from 2006/07 onwards	£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 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.

# Financial Support for Further Education Students

## Full-Time Courses

Shetland Islands Council's Education Service provides bursary support to full-time further education students. Fees will be paid directly to the college and the level of your household income will not be taken into account.

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

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?

## Part-Time Courses

The Education Service may also offer bursary support for some part-time and open learning courses of study. Applications are assessed on an individual basis.

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 or 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

### Contact:

Bursaries, Education Service, Hayfield House, Lerwick, ZE1 0QD  
Telephone 01595 744033

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

# Financial Support for Higher Education Students

## Full-Time Courses

Full-time higher education courses are funded by the Student Awards Agency for Scotland. SAAS will pay the tuition fees for all eligible full-time students and the level of family income does not matter. Applications should be made on-line at the web-site address given below.

Support for living costs will mainly be through a student loan or Young Student's Bursary and will be dependant on your personal circumstances. The application is made to the Students Awards Agency who passes on the details of the award to the Student Loans Company. There are also supplementary grants for lone parents and disabled students.

Repayments do not start until the April after you have completed or left the course and you will not have to repay anything until your income is more than £15,000. Repayments are currently based on 9% of any income you earn beyond £15,000 so if your annual income is £16,000 you will repay £7 a month.

## Part-Time Courses

Most higher education students studying part-time will have to pay their own tuition fees. However, "fee waivers" may be available – see conditions for further education part-time students.

You can also apply to ILA Scotland for a loan of up to £500 each year of your course to help meet the cost of course fees. For more details go online at [ilascotland.org.uk](http://ilascotland.org.uk) or phone **0808 100 1090**.

A new part time discretionary fund is available to help part time Higher Education students with study related costs including childcare. Contact the Guidance Co-ordinator for more details, conditions apply.

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

## 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 the College's Community Learning Section.

### Construction Skills

Scottish Vocational Qualifications at Level 2 and Level 3 are provided at Shetland College and funded by the Construction Skills. Students will 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 the College's Construction Department. Tel: 01595 771464 or e-mail: [anthony.mcleod@shetland.uhi.ac.uk](mailto:anthony.mcleod@shetland.uhi.ac.uk)

### Benefits

Some students (particularly lone students or those in receipt of disability and incapacity benefits) can remain on benefits whilst studying. You should seek advice from the Benefits Agency prior to starting your course.

### 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 or e.mail: [linda.tait@shetland.uhi.ac.uk](mailto:linda.tait@shetland.uhi.ac.uk)

## Educational Maintenance Allowances

An 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

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

## Early Leavers

### Full Time Students

If you withdraw from your course before completion for whatever reason you will be liable for either the full amount or a proportion of your fees. The breakdown is as follows:

If you withdraw from your course before Friday 8<sup>th</sup> January 2010 you will be liable to pay £30 per week for every week of attendance plus the cost of any modules completed in your time at college.

If you withdraw any time after this date you will be liable to pay the full cost of your course.

**Please note that if you enrol for a course but do not attend any further classes you will still be liable to pay an administration cost of £30.**

### Part Time Students

If you withdraw from your course before completion you will be liable to pay £5.00 per week plus the course/module enrolled for.

**NB: Please also be aware that charges are based on the date you inform the college of your leaving not on the last day of attendance so it is very important for you to notify either a member of Student Services staff or your Course Leader of your decision as soon as possible to avoid incurring any further costs.**

The rules about student finance and fees are complicated but all students are welcome to make an appointment to see Student 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](mailto:linda.tait@shetland.uhi.ac.uk).

## **Submission Sheet for Assignments / Assessments**

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

Assignments and assessments can be submitted directly to your course tutor, or via reception.

Submission sheets are available from the following locations:

- Reception
- Student notice board
- Course tutors

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

## **Change of Contact Details**

If your contact details change i.e., home address, phone number etc. then please complete a 'Change of Contact Details' form and return to the main office.

An example is shown on page 35.

## **Withdrawal/Transfer Form**

If you leave before the end of your course, you **must** complete a Withdrawal/Transfer Form, available from reception or your course tutor and return to the College reception as soon as possible.

# 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 line.

Self-certification forms can be collected from reception and should be returned to your course leader.

An example is shown on page 37.

*Failure to comply with this process means 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).

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

# Extreme Weather Conditions

Students 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).

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

# 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 should use the smoker's shelter, 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.

## **Computer Use**

Computer users are advised that Internet access is monitored both in the classrooms and in 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**

Shetland College uses 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 tutor 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 Handbook 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 of 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.

# **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**

# Teaching and Learning Agreement

This is a contract between Shetland College and

.....

a student on the 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.

## 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.

Signed on behalf of Shetland College

.....

Student's signature

.....

Date .....

## Appeals: Handout

### The basics of the appeal system are as follows

Where an Assessor 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, 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 unsolved** 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](mailto: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](mailto:irene.peterson@shetland.uhi.ac.uk)



### Change of contact details

Student Number: .....

Course: .....

Address: .....  
.....  
.....

Telephone number: .....

Example

### New Contact details

Address: .....  
.....  
.....

Telephone Number: .....

*Please forward to Student Services as soon as possible.*

### Office use only:

On SITS     On SQA

Signature: .....

Date: .....



### Coursework Submission Sheet

Coursework must be submitted with the following details:

Student Name: .....

Course: .....

Unit name/code: .....

Tutor: .....

Assignment / Assessment Title: .....

Submission Date: .....

Example

By submitting this item of work I confirm that I have read and understood the guidelines on Plagiarism, and that this is my own work.

Declaration:

I confirm that this coursework is my own work and all sources have been appropriately referenced or acknowledged.

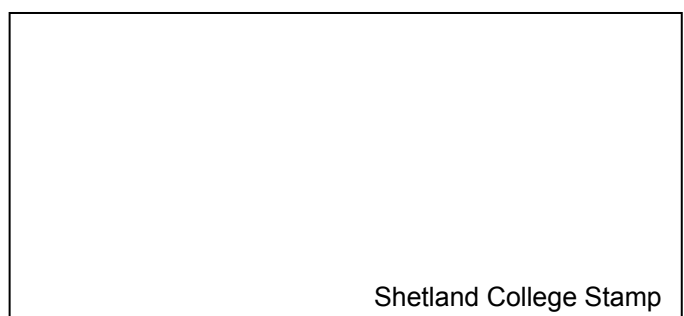
Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

..... ✂ .....  
Receipt of submission, please retain for your records

Office Use only:

Student's Name: \_\_\_\_\_ Date: \_\_\_\_\_

Course Title: \_\_\_\_\_





### 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"/>

Example

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

Comments
_____
_____

Signature		Date	
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## **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 either be on a full or part-time certificated course.

A list of the local businesses who are involved in this scheme will be distributed as a separate leaflet.

## UHI locations



## UHI Millennium Institute

### UHI Academic Partners and Learning Centres

The UHI Millennium Institute learning network is based on a partnership of fourteen academic partners in the Highlands and Islands. Many of these operate Local Learning Centres, enabling students to join courses without having to make long daily journeys into College.

## University-level study in the Highlands and Islands of Scotland through the UHI Millennium Institute

### **Learning Centres**

Support for study is available at Learning Centres throughout Shetland. There are 5 main Learning Centres based in:

- the North Isles  
(Baltasound Unst)
- the North Mainland  
(4 Havragord, Brae)
- Whalsay  
(Whalsay Lesiure Centre)
- the West Mainland  
(West Mainland Leisure Centre)
- the 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 Upper Building of Shetland College UHI on the college's main campus at Gremista, Lerwick and is open from:

9.00am-5.00pm Monday to Thursday  
9.00am – 4.00pm on Friday

Shetland College UHI, Gremista, Lerwick, Shetland, ZE1 0PX  
Tel: 01595 771000, Fax: 01595 771001  
e-mail: [shetland.college@shetland.uhi.ac.uk](mailto:shetland.college@shetland.uhi.ac.uk)  
web: [www.shetland.uhi.ac.uk](http://www.shetland.uhi.ac.uk)