

# Key Information Booklet











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# Welcome and Overview

We are delighted that you are coming to study at UHI Inverness and we would like to take this opportunity to warmly welcome you. We have produced this course handbook to help you make the most of your time with us and to help familiarise you with your course. There is a considerable amount of information contained in this handbook, some of which will be of greater relevance to you as you work through the course. It is here to dip in and out of when you feel you need a bit more information.

## Key Contacts

Our Student Support phone number is:		01463 273208
Our Student Support email address is:		<a href="mailto:Student.Support.ic@uhi.ac.uk">Student.Support.ic@uhi.ac.uk</a>
Our Learning Support Team email address is:		<a href="mailto:Additionalssupport.ic@uhi.ac.uk">Additionalssupport.ic@uhi.ac.uk</a>
Our Wellbeing Team email address is:		<a href="mailto:Wellbeing.ic@uhi.ac.uk">Wellbeing.ic@uhi.ac.uk</a>
Our Library phone number is:		01463 273248
Our Library Team email address is:		<a href="mailto:Library.ic@uhi.ac.uk">Library.ic@uhi.ac.uk</a>
Campus Reception		01463 273000
The Bothy email address is:		<a href="mailto:Thebothy.ic@uhi.ac.uk">Thebothy.ic@uhi.ac.uk</a>
Highlands and Islands Student Association		<a href="mailto:Hisa.inverness@uhi.ac.uk">Hisa.inverness@uhi.ac.uk</a>

# Get Tech Ready

You'll be using lots of different digital tools and systems as a student with us.

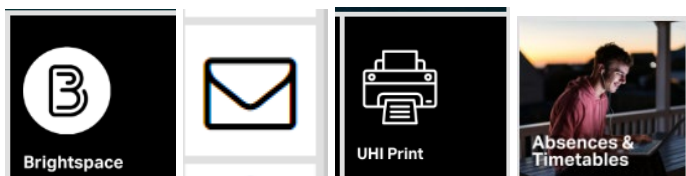
The following information will help you prepare for starting your studies.

We have also listed some of the main services you'll be using when you start with us:

MyDay, our student portal - Some of the key tiles include:

- Brightspace, our virtual learning environment
- Mail
- UHI Print
- Absences & Timetables

The screenshot shows the MyDay student portal dashboard. The top navigation bar includes the UHI logo, 'Student Home', and 'PERSONALISE'. The main content area features a large banner with three students and a statistic: '81% Student satisfaction Sàsachadh oileanach'. Below the banner is a 'Research' section with various service tiles. The tiles include: 'YOUR STUDENTS' ASSOCIATION', 'Mahara', 'Webex', 'Dropbox', 'OneDrive', 'Outlook', 'Tasks', 'Access Portal', 'Brightspace', 'Handshake', 'UHI Print', 'Referencing', 'Service Desk', 'The Red Button', 'Library Account', 'UHI Records', 'Chat to Servicedesk', 'My Student ID', and 'Essential Skills'. A sidebar on the left contains navigation options like 'Send feedback', 'DASHBOARDS', 'NAVIGATION', and 'APPS'.



# Course Work

It is important for your own development that you become a responsible learner. This includes learning to manage your own time, as well as seeking information beyond that which you are given in class. You should allocate the equivalent of at least one full day across the week for personal study and adhere to that, using your diary to plan and prioritise your learning. Poor time management can increase the pressure you experience when assessments are due. Being well organised and setting time aside for personal study will increase your chances of success.

## Presentation of work

You should always read over a piece of work before you submit it and, in particular, check for spelling and grammatical mistakes. Your work should have a title including the unit's name and assessment number and be labelled with your name and student ID number.

If you require further support for academic writing, you should seek help from members of staff in The Bothy on campus. For each assignment or project, you will be given more specific guidelines. It is essential that you follow these guidelines as they are there to help you.

## Assessment of your Work

Throughout your course, your work will be assessed in a number of different ways, depending on the different criteria in individual units.

The majority of courses delivered at UHI Inverness are assessed partly or wholly on a continuous basis – in other words, you will be assessed on parts of your work as you go along rather than all of it at the end of the unit. This assessment is carried out by the lecturer teaching the unit.

So that assessments can be fair to all students, and whoever teaches them, internal assessments are checked by other lecturers teaching the same, or similar, units. This is a process called 'internal verification'.

Internal assessment is not just about judging whether you have passed or failed. It also provides both you and your lecturers with important information about what you are doing well and where you have shortcomings in your knowledge, understanding or skills. Assessment is closely linked to the learning process in the sense that the feedback you will receive from your lecturers will help you improve your work in the future. You will receive feedback in ways including: verbally from your lecturer, written on your assessment.

Finally, a range of courses delivered at UHI Inverness are assessed by means of an externally set and externally assessed examination or project. The examining body will inform you directly whether or not you have completed your course successfully. Lecturers are not in a position to tell you whether you have passed or failed, until they have been informed by the examining body (usually at the same time as you will know directly from the examining body). If in doubt, please ask your lecturer about the procedures used.



## Re-assessment of your Work

If you are unsuccessful in an internal assessment, you will be offered the opportunity to be re-assessed (remediate your work). Depending on the arrangements for re-assessment laid down for a particular unit, this may involve retaking either the whole assessment or just part of it. You will normally only be allowed one (or, in exceptional circumstances, two) re-assessment opportunities. Your lecturers will be able to give you more information about re-assessment for your course.

## Our commitment to providing equal access to assessment

- UHI Inverness is committed to equality of opportunity and non-discrimination in all aspects of its work and study. For example, all assessments will be conducted fairly and objectively with equality of treatment for students.
- We are committed to continuing our work with staff, students and partners to create a more inclusive environment which embodies our values of collaboration, openness, respect and excellence and where everyone feels a sense of belonging.

Further information can be found in our [Equality, Diversity and Inclusivity Policy](#).

## Submission of your Coursework

You should hand in or upload all coursework to the appropriate lecturer. All coursework for assessment will have a specified deadline for submission. It is **essential** that you meet the submission deadline to ensure fairness amongst all students and to enable staff to mark efficiently. Your subject lecturer may allow you an extension to a submission date if there are valid (mitigating) circumstances affecting your ability to meet the deadline.

If you are unwell when completing assessed coursework or sitting examinations or have any other specific difficulties that may affect your performance in assessed coursework or examinations, you should notify your PDA as soon as possible, and make immediate arrangements for medical certificates or other letters of support to be submitted.

# Roles and Responsibilities of the Candidate, Assessor, Internal and External Verifiers

- Assessment is the formal way in which we evaluate your attainment of knowledge, understanding and skills. A number of people play a key role in your assessment: the candidate, the assessor, the internal verifier (IV) and the external verifier (EV). You may not use these terms very often during your time at UHI Inverness, but it's useful to know a bit about them so you understand how UHI Inverness, and awarding bodies ensure your qualification meets recognised standards of achievement.
- The candidate simply means you, the student. This means you need to carry out all the assessment instructions given to you in your assessment materials, your lecturer and the UHI Inverness Academic Standards and Quality Regulations.
- The assessor is the member of staff who is responsible for judging and recording candidate evidence. This is normally your lecturer, who marks your work and ensures your results are recorded correctly in the student records system
- The internal verifier (IV) is an experienced subject expert who ensures that assessors apply standards of assessment uniformly and consistently
- The external verifier (EV) is a person appointed by SQA who is responsible for the quality assurance of a centre's provision and for ensuring that standards of assessment are applied uniformly and consistently across centres.

## Mitigating Circumstances

There may be times when you cannot complete assessments to the best of your ability, are unable to attend an examination, or are unable to meet an assessment deadline due to adverse circumstances beyond your control e.g. illness or a serious accident at the time of assessment. As a result, students can request that these circumstances are taken into consideration by UHI Inverness. Submitting a request does not automatically guarantee that it will be accepted.

For more information on Mitigating Circumstances please ask your PDA. This process will also be covered during the Induction process.

## Academic Appeals Process

There may be an occasion you wish to appeal against a result provided by a member of lecturing staff or against a decision of the Progression Board.

Full details of the procedure to follow can be found on the publications page of our website [About us - Publications \(uhi.ac.uk\)](https://uhi.ac.uk). You should contact your PDA for advice and guidance as a first step.

# Malpractice

UHI Inverness and our students have a responsibility to comply with regulations set out by Awarding Bodies. These regulations are often referred to as malpractice, maladministration and non-compliance. These rules set out our collective responsibility to make sure staff and students do not act, intentionally or otherwise, in a way that:

- compromises the process of assessment or the integrity of the qualification
- compromises the validity of a result or certificate; and/or
- damages the authority, reputation, or credibility of SQA or other awarding bodies, including their staff or agents.

If you suspect malpractice, either by a fellow student or member of staff, you should report your suspicions to either: the delivering tutor, your PDA, or other member of UHI Inverness staff.

Please ask your PDA or lecturer if you're not sure what any of these terms mean, or how they relate to your own studies. You will receive plenty of guidance and instruction to help you avoid malpractice throughout your studies. For example, you will learn how to reference your work, and develop an understanding of how to use AI ethically.

Further information can be found in our [Malpractice Procedure](#).

## Complaints

### Complaints Process – Students

UHI Inverness provide two opportunities to resolve complaints internally: frontline resolution (non-complex issues) and investigation i.e. the issues raised are complex and require detailed investigation.

You can discuss your complaint with any member of our staff, by phone, in person or if you prefer in writing to [Quality.ic@uhi.ac.uk](mailto:Quality.ic@uhi.ac.uk) or by using the complaint form on the [website](#).

If we can, we hope to resolve all complaints in 5 working days. If your complaint is more complex, we may need to take longer in order to investigate it thoroughly. This can take up to 20 working days, if we need any longer, we will let you know.

### Complaint Guidelines

Full details about what you can complain about, timelines and the process can be found in the [5.- Complaints-Handling-Procedure-Part-5---Complaints-procedure---a-guide-for-complainants.pdf \(uhi.ac.uk\)](#)



# Student Code of Conduct

The Student Code of Conduct sets out expectations for all students enrolled at UHI Inverness and applies to both physical and online environments.

Students are expected to observe the Student Code of Conduct throughout their studies and are expected to:

- **Take responsibility for their own actions and conduct;**
- **Behave in a manner that fosters respect and understanding between all members of our community;**
- **Act within the law and not to engage in any activity or behaviour that is likely to bring UHI and partners into disrepute;**
- **Value the good relationships UHI and partners have with local communities, businesses and other organisations;**
- **Avoid behaving or communicating in ways that are likely to cause offence, e.g., using abusive or obscene language or engaging in discriminatory or anti-social behaviour;**
- **Treat all UHI and partner property with care;**
- **Comply with requests of members of staff;**
- **Adhere to health and safety policies and protocols (including fire alarms) and to comply with any temporary changes during maintenance and repairs**

Your PDA can provide you with an extended copy of the Code of conduct which provides specific examples of behaviours which would be regarded as misconduct.

## Reporting misconduct

You can report suspected breaches of the Student Code of Conduct to any member of staff. Should the report be of a personal or sensitive nature, you can discuss the issue with your PDA or speak to a representative from the Highlands and Islands Students Association (HISA) or contact the Student Support team.



[StudentSupport.ic@uhi.ac.uk](mailto:StudentSupport.ic@uhi.ac.uk)

## Partnership Agreement

Students who enrol on courses with UHI Inverness are entering into a partnership. Our **Partnership Agreement** is an online tool you can access via MyDay and involves a commitment from you, the learner, to engage positively with your studies and a commitment from the UHI Inverness to provide appropriate support to you throughout your course. Working in partnership we hope to create an excellent experience for all involved.

Your Personal Development Adviser (FE) or Personal Academic Tutor (HE), will discuss our **Partnership Agreement** and will outline the entitlements students of UHI Inverness have, along with our collective responsibilities.

# Attendance and Part Time Employment

Your success as a student depends on full and regular attendance of **all** classes. You should inform your Personal Development Advisor (FE) or Personal Academic Tutor (HE), as soon as possible if you have problems with attendance and follow the Attendance Procedure. Our records show that students who do not attend all their classes have a very high risk of failure. We recognise that you may need to undertake part-time work, but we strongly advise you not to take employment of more than 15 hours a week if you are a full-time student. Should you need to take employment of more than 15 hours per week we recommend you register as a part time student. A full-time student is expected to follow their timetable and negotiate work times around it.

As part of the Partnership Agreement, you commit to attending classes on time. Attendance at class is imperative; if you do not attend, you are unlikely to successfully complete coursework, or be able to sit and pass assessments. We will do everything we can to support your success, but you have to be here to enable us!

## Student Funding and Finance

Your attendance is also important for your funding. Students are expected to attend **all** their classes and engage appropriately in their studies. You must advise UHI Inverness, each and every day (or part of a day), of an absence using the ABSENCE REPORTING PROCEDURE detailed in the link below:

[Student Support Services - Attendance and Absence \(uhi.ac.uk\)](#)

A member of the funding team will be on hand within the **Student Support Centre** to help you with any funding and finance related concerns you may have, including any difficulties you may encounter in applying for bursaries, and other funding options.

Every student's circumstances are different, so if you are unsure about what you should apply for come and speak to one of the funding team.

The Student Support Centre is open from 0830 to 1630, Monday to Friday.

Alternatively, you can contact us –



01463 273482



[Funding.ic@uhi.ac.uk](mailto:Funding.ic@uhi.ac.uk)

For HE/SAAS enquiries contact [Student.support.ic@uhi.ac.uk](mailto:Student.support.ic@uhi.ac.uk) or pop into the Student Support Centre.

## Planning Ahead

It is important that you plan ahead to help you achieve success in your programme. An assessment schedule will be provided at the start of the year. The full academic calendar for the session will help you identify when holidays are, for example, and can be found at:

[Calendar 2024-25 \(uhi.ac.uk\)](https://uhi.ac.uk)

## Care Experienced Learners

We have a dedicated Access and Transition Team, to help students whilst at UHI Inverness who have lived experience of the care system. Examples of care are, residential care, foster care, and cared for by friends or relatives (other than parents).

We are committed to all our students, and we will do all we can to make your experience at UHI Inverness an enjoyable and rewarding one. At times young people who are in or who have left care may need extra support to deal with the challenges of being a student and UHI Inverness life.

Our Access and Transitions Coordinators can provide a wide range of support, such as:

- Financial advice, including support to apply for bursaries
- Help with settling into UHI Inverness life
- Getting the most out of your student experience
- Advice and support finding accommodation
- General advice and guidance

For more information you can visit our web page [Student Support Services - Access and transitions \(uhi.ac.uk\)](https://uhi.ac.uk)

Or to make an appointment, please contact:



[Transition.ic@uhi.ac.uk](mailto:Transition.ic@uhi.ac.uk)



Or phone / text: 01463 273803 / 07385 433 438

# Wellbeing and Learning Support

We encourage all our students and staff to be as proactive as possible in looking after their health and mental wellbeing. We run wellbeing workshops and events throughout the year and can also provide short term mental health support and counselling during your studies, both face-to-face and on-line. Students also have access to Spectrum Life, our 24/7 on-line mental health support platform.

You can find current information on our webpage at:

[Student Support Services - Wellbeing \(uhi.ac.uk\)](#)

To request a confidential meeting with the Wellbeing team, contact:



[Wellbeing.ic@uhi.ac.uk](mailto:Wellbeing.ic@uhi.ac.uk)

For students who have a health or mental health issue that impacts on their learning, a disability or learning barrier, we encourage you to have a chat with our **Education Support Advisers** as early as possible so that we can put supportive arrangements in place for you. This will help to ensure that you are in the best possible position to succeed during your time with us.

We can offer on-going support plus equipment and training in the use of assistive technologies, and you may be entitled to alternative arrangements for assessments and exams.

You can find more information on our webpage at:

[Student Support Services - Additional Support Needs \(uhi.ac.uk\)](#)

To request a confidential meeting with an Education Support Adviser, contact:



[additionalsupport.ic@uhi.ac.uk](mailto:additionalsupport.ic@uhi.ac.uk)



# Caring Responsibilities, Estranged Students, Forces Families

We recognise and value the unique lived experience of each of our students and the difficulties that juggling studies along with personal circumstance can bring. Whilst settling into a new environment can be exciting, it can also bring with it at times some personal challenges and we would like to support our students to feel at ease. We use a person-centred approach to help our students discover the learning pathway which is right for them. We provide a combination of qualification, job-ready skills, support, and guidance to help our students experience success in their studies and beyond into the workplace. We are proud to be the first Tertiary institution in Scotland to achieve The Going Higher and Going Further award in recognition of the high level of support we provide those, who provide unpaid care for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support (Carers Trust). We endorse the commitment made in The Promise and endeavour to ensure that students with care experience have the opportunity to “grow up loved safe and respected”. Additionally, we align our supports to the duties outline in the Armed Forces Covenant.

Our Access and Transition Coordinators provide a wide range of supports to those who face additional barriers to learning. Such challenges may be as a result of experience of being in care, have caring responsibilities, being estranged from your family, leaving school early, being a veteran or having parents who are serving in the Forces or anyone who would benefit from some additional support to settle into college life.

How can we help:

- Help with planning and preparing for future study pathways
- Support to create flexible study options
- Introductory visits and tours of the building
- Help with funding applications
- Advice and support to find accommodation
- Access to Health and Wellbeing specialists
- Signposting to external support services
- Support settling into college life and getting the most out of your student experience
- General advice and guidance

For more information or to make a one-to-one appointment please contact:

**Amanda Campbell, Mobile:** 07385 433438

**Schools of Study** - *Care Health and Wellbeing, Engineering, Construction and The Built Environment, Apprentices, Creative Arts and Humanities and the LEEP programme*

**Claire Ross, Mobile:** 07385142488

**Schools of Study** - *Hair and Beauty, Supported Education, ESOL, Business Computing and Administration, Applied Sciences, National 5's and Highers, The School of Forestry and Hospitality*

Email: [transition.ic@uhi.ac.uk](mailto:transition.ic@uhi.ac.uk)



# Study Skills and Academic Support

## **The Bothy on Campus**

The Bothy is our workshop and drop-in support venue. Located behind the Student Support Centre on the ground floor, you will find this to be a quiet and welcoming space to drop-in to when you need some help with your studies. Students are also welcome to work independently in here, or to just take some time-out from the hustle and bustle of campus to sit and read a book in between lectures. (Please note, you can expect some conversation-level noise during workshops and group sessions and when our staff are working with other students.)

The Bothy is staffed by our Education Support Advisers and The Bothy Support Assistant, who will take a person-centred approach in helping you to develop independent skills as a learner. We aim to introduce you to techniques, resources, and technologies that will continue to support you in learning and life, even after you have completed your course! We liaise closely with staff in our Wellbeing, Student Support, and Transitions teams and will signpost you to their services whenever appropriate too.

## **The Bothy on Brightspace**

We also provide information and resources online within The Bothy on Brightspace. We can arrange for you to have a 1-1 session with one of our advisers via Teams, and many of our workshops are delivered online too, making The Bothy support just as available to students who are learning from home.

## **Workshops and Groups**

If you're looking to get ahead with your self-development, The Bothy runs a variety of free workshops and drop-in skills sessions throughout the year, delivered by staff from our Professional Service and Academic teams. Some workshops take place in The Bothy's workshop space, and some are delivered online. We cover mental wellbeing, assistive technology, learning hacks, English language skills, and more. We encourage you, the student, to have a voice and share with us throughout the year what workshops you would like us to deliver!

The Bothy is also the venue for various student group gatherings, such as our sociable Tuesday Club and our Care Experienced Study group. New members are always welcome. We also welcome any suggestions on new groups that students would like help establishing.

Please visit the UHI Inverness website for further details: [The Bothy - Groups and Workshops \(uhi.ac.uk\)](https://uhi.ac.uk). Our weekly schedule of events can be found on The Bothy's noticeboard and on Brightspace.

For all queries and bookings please contact, [thebothy.ic@uhi.ac.uk](mailto:thebothy.ic@uhi.ac.uk).

## **Drop-in study support**

Feeling a bit stuck with how to format your assignment? Needing to improve your revision technique? Pop past The Bothy to speak with one of our experienced advisers. A face to face or online appointment can also be booked for a longer 1-1 session- see below to check what we can help you with.



## 1-1 Guidance

<p>What we can help you with:</p> <ul style="list-style-type: none"><li>• Unpacking your assignment brief</li><li>• Breaking a project down into manageable steps</li><li>• Creating an assignment plan</li><li>• Locating appropriate resources</li><li>• Developing effective research skills</li><li>• Planning your time</li><li>• Structuring your coursework/assignment</li><li>• How to reference correctly</li><li>• How to proofread your work for errors</li><li>• Developing effective revision skills for your learning style</li><li>• How to prepare for assessments</li><li>• How to use IT and assistive tools to make life easier</li></ul>	<p>What we can't provide:</p> <ul style="list-style-type: none"><li>• Subject-specific tuition</li><li>• Core literacy and numeracy tuition</li><li>• Proofreading your work for you (unless specified in a PLSP)</li><li>• A 'pass' guarantee- all work remains your own</li></ul>
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## Library and Learning Resource Centre

The Library and Learning Resource Centre are situated on the Second floor and offer study facilities and resources to support your course. The Library offers quiet study space, and has PCs study booths, as well as over 30,000 books. The Learning Resource Centre is the open plan study area and has PCs, study spaces and Nooks, which offer private study facilities. Printers are available in the Library and Second Floor Atrium, and help is at hand from the Library team if you need assistance in finding the resources for your course.

For further information on Library and Learning Resource Centre services, including our opening times, please visit - [Welcome to UHI Inverness Library and LRC - UHI Inverness Library and LRC - LibGuides at University of the Highlands and Islands](#)

# The Students' Association and Student Voice Representatives

## Student Voice Representatives

You can find the Highlands & Islands Students' Association (HISA) to the right-hand side of the front entrance in the Atrium of the Inverness campus. HISA's main role is to represent students. Students are represented largely through the role of Student Voice representatives. Student Voice representatives are chosen from each course by their peers and will act on their behalf to represent their views and opinions at the Student Representative Council (SRC). This is a crucial role and excellent experience for anyone. Full training is provided for this role which many find valuable for their CV and future employment.

There is also a fun side to student life that HISA helps to facilitate. This is done through charity fundraisers which are held throughout the year such as Pink day and MFR Cash for Kids. HISA also have term time sports clubs, which include Badminton, Fitness Kick Boxing, Basketball, Football, MMA and Volleyball. There are also societies including Anime and Manga Society, Alliance, Dramatic Society, Games Development Society, and the campus Debating Society. There are always opportunities to create new clubs or societies too, so we welcome any suggestions! HISA also cater to your stationery needs by selling everything from pens and pencils to note pads, all available in the main campus shop.

# Privacy and Information Rights

The Data Protection Act 2018 and the General Data Protection Regulation (UK GDPR) exist to protect your personal data.

UHI Inverness processes your personal data in order to administer your educational programme. We share data with qualification bodies to enable registration and certification of your programme of study. UHI Inverness will only share your personal data where there is a legal basis for doing so. Further information about how your data may be processed can be accessed via the following link [Data protection - How we use your information \(uhi.ac.uk\)](#)

Data protection law also provides you with the following information rights:

- The right to be informed (we must tell you how and why we process your data).
- The right to request a copy of the personal data that the University and or UHI Inverness holds and processes about you (known as a Subject Access Request).
- The right to have your data corrected if the personal data we hold about you is incorrect.
- The right to restrict processing of your personal data.

**The following rights apply only in certain circumstances:**

- The right to withdraw consent at any time if consent is our lawful basis for processing your data
- The right to object to our processing of your personal data
- The right to request erasure (deletion) of your personal data
- The right to data portability

Further information about your information rights can be accessed via the following link [A guide to individual rights | ICO](#)

If you wish to exercise your information rights, you may contact the Data Protection Officer by phone Tel: 01463 273517, by email: [data.controller.ic@uhi.ac.uk](mailto:data.controller.ic@uhi.ac.uk) or by writing directly to them at UHI Inverness, 1 Inverness Campus, Inverness IV2 5NA

If you are not satisfied with our response, you also have the right to lodge a complaint with the Information Commissioner's Office about our handling of your data.