



UWS UNIVERSITY OF THE
WEST of SCOTLAND

STUDENT HANDBOOK

Your essential guide
to student life at
Paisley Campus

Session 2011/2012

www.uws.ac.uk

Message from the Principal & Vice Chancellor

Session 2011/2012



"I would like to take the opportunity to welcome you - whether as a new or returning student - to University of the West of Scotland, at this exciting stage in our development.

You are now part of a community of almost 19,000 students, studying at Scotland's largest modern university with campuses in Ayr, Dumfries, Hamilton and Paisley.

We serve as the local university for over 30% of the Scottish population, and we also continue to raise our international profile with growing numbers of students joining us from our partner institutions across the EU and further afield.

Our £250million investment programme, which includes a new £80m Ayr Campus and upgrade of classrooms and IT infrastructure across all campus locations, will ensure you have the best possible learning experience with us.

This handbook serves as a guide to services and resources available to you as a student and includes details of the University's procedures. Keep hold of your copy and use it for reference as required. You'll find it a useful source of information.

Have a happy, productive and successful time with us and I wish you all the very best for the coming year."

Professor Seamus McDaid
Principal & Vice Chancellor

Message from the President of the Students' Association



Hi all, my name is Garry Quigley and I am the President of the Students' Association. On behalf of everyone at the Students' Association, I would like to welcome you to University of the West of Scotland and commit myself to helping you make these next few years the best of your life.

Once you are enrolled and have your student card, you automatically become a member of the Students' Association, and are able to get involved in all the services that we offer. You will be able to join any one of our sports teams, or meet up with like-minded people at one of our societies; or after a stressful week you may just want to come up to the union bar and have a fun and cheap night dancing the night away. We aim to please and if you would like us to do anything specific please let us know. In addition to this, we also offer various welfare programmes, so if ever you

are experiencing hardship, then please do not hesitate to get in touch with myself or any other sabbatical officer. Alongside our commercial, social and welfare services, the Students' Association exists to campaign to ensure you get the most out of your student experience; be it, lobbying the University or lobbying Government, the Students' Association exists to campaign to make sure you get the most out of your time at University.

Let me tell you a bit about myself. I am 23 years old; I have an Honours Degree in Politics and Sociology and I was elected on mandate that I would make the Students' Association more open and transparent. During the year the other student officers and I will be around all of the campuses at the University so please feel free to talk to us about anything.

The Students' Association has union buildings on Ayr, Hamilton and Paisley Campuses. These areas are 'safe spaces' for anyone regardless of age, sexuality, race or ability. So I recommend that everyone comes over to check out the union buildings. For those of you studying in Dumfries, there is a special Students' Association on the campus called CUCSA and they perform localised events and activities for all students to take part in.

We, in the Association, are elected by you to represent you. If you want to get the most out your time at University, then my advice to you would be to get involved. Not only will this allow you to have the most rewarding time at university through the people that you meet and the fun time that you will have; but it will also improve your employability as you will acquire new skills that will improve your career prospects further after your time studying at the University is complete.

Our time at university is all too short, but the opportunities that we can gain are great. So the team at the Students' Association are committed to making sure you have the best time possible. If at any point you want to contact me and can't see me on campus, then please get in touch with me on president@sauws.org.uk

So finally, once again welcome and I look forward to seeing you over the next year. Study hard but remember to make time for fun too.

Garry Quigley
President of SAUWS 2011-12

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University Public Website Addresses

www.uws.ac.uk	University website
www.uws.ac.uk/about/structure	Structure and Governance of the University
www.uws.ac.uk/lifelonglearning	Lifelong Learning Academy
www.uws.ac.uk/capd	Centre for Academic and Professional Development
www.uws.ac.uk/finance	Student Finance
www.uws.ac.uk/foi	Freedom of Information
www.uws.ac.uk/library	Library and Learning Resources
www.uws.ac.uk/studentsservices	Student Services
www.uws.ac.uk/employability	Careers, Job Shop and Placement
www.uws.ac.uk/enablingsupport	Enabling Support
www.uws.ac.uk/counselling	Counselling
www.uws.ac.uk/international	International Student Support
www.uws.ac.uk/fundingandadvice	Finance and Welfare
www.uws.ac.uk/equality	Equality and Diversity
www.uws.ac.uk/childcare	Childcare
www.uws.ac.uk/students	Student Link Information, Guidance and Advice

External Web Addresses

www.sauws.org.uk	University Students' Association
www.itspublicknowledge.info	Scottish Information Commissioner
www.jobs.ac.uk	Jobs in research, science, academic and related professions
www.saas.gov.uk	Student Awards Agency for Scotland
www.sparqs.ac.uk	Student Participation in Quality Scotland
www.slc.co.uk	Student Loans Company

University Student Websites

www.student.uws.ac.uk

Student Intranet

The Student Intranet website contains information and links to a variety of student resources, including:

- > Exams and assessments
- > Student Administration Services
- > ICT Services
- > Student email and internet access

www.uws.ac.uk/blackboard

Blackboard virtual learning environment

The University's Blackboard system is used by many lecturers to support student learning. It offers discussions boards, learning resources, assignment and exam information, course texts and programme/module information.



Introduction

1.1 Welcome

As Scotland's biggest modern university, we're progressive and forward-thinking. With friendly campuses in Ayr, Dumfries, Hamilton and Paisley, offering a wide range of academic, sporting and social facilities, we aim to meet the lifelong learning requirements of the communities that we serve across the West of Scotland and to provide enhanced learning opportunities for our growing cohort of international students. We're an ambitious university and our students are too. With a £250million investment programme now underway to further improve our facilities, it doesn't matter where you've come from - it's where you're going that counts.



1.2 Dates to remember

Please note:

1. A number of programmes operate outwith the University trimester dates. It is the responsibility of students to check the dates of their programme
2. Students joining a programme in January or February will join Trimester 2 and will be known as Trimester 2 entrants

Trimester Dates - Session 2011/2012

2011

August assessment diet	Thursday 4 – Saturday 20 August 2011
Trimester (TR) 1 commences	Monday 19 September 2011
TR1 enrolment and induction	Monday 19 – Saturday 24 September 2011
TR1 teaching commences	Monday 26 September 2011
Christmas vacation commences	Monday 19 December 2011
University holiday	Friday 23 December 2011
Public holiday	Monday 26 December 2011
Public holiday	Tuesday 27 December 2011
University holiday	Wednesday 28 December 2011
University holiday	Thursday 29 December 2011
University holiday	Friday 30 December 2011

2012

Public holiday	Monday 2 January 2012
Public holiday	Tuesday 3 January 2012
TR1 consolidation week commences	Wednesday 4 January 2012
January assessment diet	Saturday 7 – Saturday 21 January 2012
End of TR1	Saturday 21 January 2012
Inter trimester week	Monday 23 – Friday 27 January 2012
TR2 enrolment and induction	Monday 23 – Saturday 28 January 2012
TR2 teaching commences	Monday 30 January 2012
Easter vacation commences	Saturday 31 March 2012
Public holiday – Easter Monday	Monday 9 April 2012
TR2 Teaching re-commences	Tuesday 10th April 2012
TR2 Consolidation week commences	Monday 30th April 2012
Public Holiday – May Day	Monday 7 May 2012
May assessment diet	Tuesday 8 May – Tuesday 22 May
End of TR2	Saturday 26 May 2012
TR3 enrolment and induction	Monday 28th May – Friday 1st June 2012
TR3 teaching commences	Monday 4 June 2012 (tbc)
TR3 Consolidation Week commences	Monday 30th July 2012 (tbc)
August Assessment Diet	Thurs 2 – Sat 18 August 2012 (tbc)
End of TR3	Saturday 18 August 2012 (tbc)

NB Some programmes run outwith the designated trimester dates. It is the responsibility of students to check the dates of their programme.

1.3 Problem solving - Quick reference guide

Issue	People/Places to approach	Paragraph
Money	• Student Funding and Advice	4.3
	• Finance Office	4.2
	• Lifelong Learning Academy (Part-time)	4.3
Personal	• Student Services: Counselling	2.4
	• Spiritual Care Team	2.4
	• Lifelong Learning Academy (Part-time)	2.2
Looking for accommodation	• Student Accommodation	5.3
Health & Safety	• University Occupational Health	5.4
	• Health and Safety Services	5.4
Recreation	• Students' Association for events and clubs	6.3
	• Sport	7.2
Concerns about your programme	• Student representatives for staff-student programme committee	4.1
	• Personal tutoring and guidance policy	2.4
	• Staff/Student Liaison Committees	4.1
	• Lifelong Learning Academy (Part-time)	2.2
Thinking of leaving/changing your programme	• Personal tutoring and guidance policy	2.4
	• Lifelong Learning Academy (Part-time)	2.2
Appealing against exam results	• Appeals procedure	Appendix 2
Bullying and harassment	• Welfare Service	6.2
Require special facilities or need assistance	• Student Link: Enabling Support	2.4
	• Student Administration Services (for adjustments in exams)	2.4
Careers advice or job seeking	• Student Link: Employability Link	2.4
Sourcing study materials or stationery	• University Shop	7.3
	• Effective Learning (CAPD)	3.1
Data Protection	• Data Protection Act (including Privacy Notice for students and Student references)	Appendix 4
Freedom of Information	• Freedom of Information Act	Appendix 5

Student Link Information & Advice

2.1 Introduction to the Student Link

Message from Dr Anne McGillivray, Dean of Students

Whether you're new to the University or continuing your studies with us, a warm welcome to the 2011-12 session and welcome to the Student Link; I hope your time as a student at UWS is creative, exciting and fulfilling. To help you navigate your way through student life we have brought together all the services you might need during your studies with us. With a Student Link Information Point on each campus it will be easier for you to get the information and advice that you need at the time you need it. We also have an online chat service where you can get advice on any of the services detailed in the handbook. This service can be accessed via a campus PC or by downloading the software to a windows enabled PC from Blackboard.

2.2 What is the Student Link?

The Student Link brings together the services offered by

- ▶ Student Services
- ▶ Student Administration Services
- ▶ Lifelong Learning Academy

It is where you can get information about everything from enrolling on your course to how you can prepare for a graduate job or apply for a postgraduate programme and any advice you need during your studies such as funding, careers or personal problems. You'll want to get the best out of your time at UWS and that's why we have lots of services designed to support you both in and out of the classroom.

2.3 How can I access the Student Link Information Point?

The opening hours for the Student Link Information Points are:

Ayr, Dumfries and Paisley; **08.45 - 16.45, Monday - Friday**

Hamilton; **08.30 - 16.30, Monday - Friday**

The locations and telephone numbers for the Student Link Information Points are:

Ayr (Main Reception) - **01292 886 267**

Dumfries (Crichton Library, Dumfries and Galloway College building) - **01387 734 279**

Hamilton (Almada Building) - **01698 894 448**

Paisley (Elles Building, beside Qwerty's) - **0141 848 3803**

The website is **www.uws.ac.uk/students**

2.4 What help can I get at the Student Link?

Welcome and Induction

During the first few weeks of the trimester there is a range of events arranged by the Schools, Students' Association and centrally. Make the most of these to find out more about your School, the support available to you as a student of the University and, of course, to meet new people and enjoy yourself. If you need help in finding your way around the campus, look out for the student guides.

Student Administration Services is responsible for managing all administration from enrolment through to graduation so contact the Student Link Information Point if you have a question about:

- ▶ getting enrolled
- ▶ keeping your student record up-to-date including change of address or change of programme
- ▶ status letter and academic transcripts
- ▶ examination timetabling and queries
- ▶ assessment regulations and appeals
- ▶ graduation registration
- ▶ council tax exemption and authorisation of other forms
- ▶ Student Loan Company and SAAS queries

The locations and telephone numbers are listed at the start of this section or email studentadminayr@uws.ac.uk; studentadmindumfries@uws.ac.uk; studentadminhamilton@uws.ac.uk; studentadminpaisley@uws.ac.uk



Registration and Enrolment

It is essential that you enrol as a student of the University each academic session, and if you have not already done so, please check your enrolment date and procedures which will have been sent to you by Student Administration Services or Lifelong Learning Academy. If you have not received any enrolment information, please contact the Student Link Information Point at your campus of study as soon as possible.

Student Cards

As part of the enrolment process, you will receive a student ID card that is valid for the current academic session. This card is important - as you will be required to show it to establish your status as a fully enrolled student of the University. If you lose this card you can obtain a replacement for a £6 charge from the Student Link Information Point at your campus of study.

Your Student Record

Your personal information is held on the student information system (Banner) and includes personal details, emergency contact, academic history, financial details (fees) and programme details. Higher Education institutions have a statutory duty to provide information to other approved users. Therefore the University will send some of the information held about you to the Higher Education Statistical Agency (HESA). This forms your HESA record, which contains your ethnic group and any disabilities you have. Please note, however, that your address is not part of the record. HESA will pass your record, or some of it, to specific organisations that need the information to carry out their statutory functions connected to funding Higher Education. Your record will not be used in a way that could affect you personally and the organisations will take precautions to reduce the risk of you being identified from the information once it is published and released. Please note: the information held is subject to the provisions of the Data Protection Act 1998 (Appendix 4).

Examinations and Assessments

The University operates a two tier exam panel system for degree students.

- ▶ Subject Panel - the Subject Panel meets after each exam diet (January, May and August) to discuss the performance of students on particular modules.
- ▶ Progression & Awards Boards - After the Subject Panels have met, a Progression & Awards Board takes the decisions from the Subject Panels and considers a student's performance across all the modules on their programme. The Progression & Awards Board then makes decisions on the progression of a student from year to year and on their final degree/postgraduate award. The Progression & Awards Board has 2 statutory meetings in June and September to consider student performance, but may meet at any time to consider the case of anyone who is failing to meet the general programme requirements.

Medical evidence and mitigating circumstances

If illness or some other factor has unduly affected your examination performance, it is important that you complete a Mitigating Circumstances form. Copies of the form and Guidance Notes on Mitigation can be found on the website at: www.uws.ac.uk/students

Publication of assessment results

Results are available following the subject panels and are published on the Student Self Service, part of the University's Student Information System. Progression & Awards decisions are available after the meeting of the Progression & Awards Boards and, for students studying towards an award, are normally published by letter to each student within ten working days of the meeting and are also available on Student Self Service Banner. Assessment results are only official and confirmed at this point. The link for Student Self Service Banner is <https://ssb.uws.ac.uk>

Re-sitting examinations outwith the University

If, for some reason, you are unable to sit a resit exam within the University, you may, at the discretion of your Programme Leader or Head of School and the Director of Student Administration Services, be given permission to sit your examination at a recognised centre outwith the University. You should complete a form which is available from the Link or your School Office and attach a copy of the written agreement of an appropriate person who is willing to invigilate the examination(s). Applications must be submitted to the Examinations Unit no later than three weeks before the commencement of the appropriate examination diet.

After gaining your Programme Leader/Head of School's signature, this information is then passed to the Director of Student Administration Services for approval. You will have to meet administration costs of £30 within the UK and £55 overseas, plus any costs which the external institution may charge.

Graduation Arrangements

Student Administration Services arrange the University's graduation ceremonies. You should register for graduation during your final year. Graduation ceremonies take place in June/July and November. Registration for June/July ceremonies will take place during April/May. Registration for the November ceremonies will be carried out by post, usually during early October. All students are required to pay £40 graduation registration fee before they are allowed to register. It is important that you register your intention to accept an award of the University and to indicate that you will either attend the ceremony to receive this in person, or graduate in absentia. For further information please go to www.uws.ac.uk/students

Debts to the University

Please note that if you have any outstanding debts to the University at May 31 for June/July graduation ceremonies and at September 30 for November ceremonies, you will not be permitted to graduate. If you are in debt to the University, you will be notified either in writing or when you attend graduation registration and you will be expected to clear your debt by the due date. If your debt is not cleared by the due date, then conferment of your degree will be withheld. Please contact the Student Link at your campus if you need any advice on this.

Funding and Advice

The Funding and Advice team offer help on a range of topics that may be relevant to you during your studies. Some areas where assistance can be given are:

- ▶ ensuring you have the correct funding
- ▶ advising on how you can pay for part-time studies
- ▶ information on trust funds

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- ▶ helping you meet the costs of childcare
 - ▶ giving you hints and tips on how to budget your student support
 - ▶ providing guidance should you need to mitigate or appeal
 - ▶ helping you apply for repeat year funding if things don't go to plan
 - ▶ financial support if things get tough

For more information about Student Funding visit www.uws.ac.uk/funding.

You can also contact the team at the locations and telephone numbers at the start of this section or email funding.adviceayr@uws.ac.uk; studentservices-dumfries@uws.ac.uk; funding.advicehamilton@uws.ac.uk; funding.advicepaisley@uws.ac.uk.

Enabling Support

If you have a disability, or a specific learning difficulty such as dyslexia, the Enabling Support Team can ensure that you have access to all the appropriate support you may require. Enabling support advisers are available to provide advice to any student or prospective student in any programme of study who has a disability or specific impairment. Support can include special exam arrangements, note-takers, and assistive technology.

Students with a disability and/or specific learning difficulty are advised to register with the Enabling Support team as soon as possible. Although we will try to offer you an appointment as soon as possible, from September to January there will be a high number of students requesting appointments and there can be a waiting time of up to six weeks. Therefore we strongly advise you contact the Enabling Support team as soon as possible.

For more information about enabling support visit www.uws.ac.uk/enablingsupport.

You can also contact the team at the locations and telephone numbers listed at the start of this section or email enablingsupport.ayr@uws.ac.uk; studentservices-dumfries@uws.ac.uk; enablingsupport.hamilton@uws.ac.uk; enablingsupport.paisley@uws.ac.uk

Student Counselling – Talk To Us

If you are experiencing any personal problems or difficulties such as feeling stressed, anxious or down, then talking through it with one of our student counsellors could really make a difference. You can make an appointment to talk confidentially to one of our Student Counsellors about anything at all that's bothering you, whether it's big or small, University-related or to do with your home life. Most of our students say that it helps a lot.

Full information about the counselling service, self-help, and other resources can be found at: www.uws.ac.uk/counselling You can also contact us at the locations and telephone numbers listed at the start of this section or email counselling@uws.ac.uk

Advice for International Students

As an international student you'll be able to access advice and information from our International Student Adviser. This includes:

- ▶ immigration advice
- ▶ student visa extensions
- ▶ form-filling sessions to help you complete student visa forms

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- ▶ advice on working in the UK (during and after studies)
 - ▶ post-study work information sessions
 - ▶ visas for travel outside the UK
 - ▶ letters for relatives' visits
 - ▶ financial queries (funding sources, student support, fees, student hardship, private trusts and charities, Students' Association emergency hardship fund)
 - ▶ welfare and health benefits;
 - ▶ council tax
 - ▶ general welfare (personal difficulties, social events for international students, HOST)
 - ▶ other sources of help within, and outside, the University

You can get more details at www.uws.ac.uk/student-services/international

For specific queries, email: internationaladvice@uws.ac.uk or make an appointment at the Student Link Information Point, Paisley Campus on tel **0141 848 3803**.

Spiritual Care

Our multi-faith Spiritual Care team offer support, motivation and friendship to all students. They take a person-centred approach to helping students with their spiritual, religious and pastoral needs. You can make an appointment to meet with one of the team by calling in to the Student Link Information Point at Paisley Campus, tel 0141 848 3803.

Student Support and Guidance Policy

A range of student support and guidance services are available centrally and information on these can be accessed through the Student Link Information Point at www.uws.ac.uk/students. This provides a student centred, easily accessible source of information or specialist advice. These services complement the support and guidance available through the Faculties and Schools.

In addition to the centralised support available, all students will be allocated a named member of staff; this could be a Personal Tutor, Education Guidance Advisor (EGA), Research Supervisor or other named member of staff. This person will provide academic, pastoral and developmental support and guidance to you throughout your studies. Issues can be addressed at an early stage and support identified and put in place quickly.

You can access the full policy at www.uws.ac.uk/students

Part-time Students

The Lifelong Learning Academy co-ordinates flexible study programmes for part-time students. Modules are available on a day, evening, weekend or open learning basis.

You can call in to the Student Link Information Point with general queries. However you may wish to make an appointment to meet with an Education Guidance Advisor to discuss module and degree programme options. Appointments are available during the day or evening. Education Guidance Advisors are on hand to provide advice and guidance to assist part-time students with all areas of studying at the University including module choice, part time funding and further study.

Education Guidance Advisors can assist you with:

▶ Prior Credit

If you would like to discuss previous qualifications – complete or partial, to find out if they earn you credit, please contact an Educational Guidance Advisor for advice.

▶ Course Plans

An EGA can help you devise a course plan specifically designed around your needs, outlining the modules required to obtain the qualification you wish to attain.

▶ Personal Tutor System

EGAs act as personal tutors, giving support and addressing any questions and issues that may arise throughout your studies. Over the course of the academic year you are encouraged to contact an EGA at any time to discuss current and future study options.

▶ Communication

The Lifelong Learning Academy has created a Blackboard site specifically for part-time students, which gives details of classroom locations, funding opportunities and information on all campuses.

Part-time Funding

Part-time students have a number of funding options available to them for both undergraduate and postgraduate study. The University has its own incentive scheme for brand new learners at undergraduate level and, dependent on your study plan, and personal or family circumstances you may be eligible to be funded by:

- ▶ Government Fee Waiver for tuition fees
- ▶ Individual Learning Accounts for tuition fees
- ▶ Discretionary Funding for associated course costs

For more specific information about finance and fees, please refer to our Guide to Finance for part-time students which is available through the Lifelong Learning Academy at the Student Link Information Point, or visit www.uws.ac.uk/schoolsdepts/finance/index.asp

Buddy Project

The University offers a student mentoring service through the Buddy Project. The aim of this project is to offer informal, friendly support by current students to all new students on all campuses. Please contact the Lifelong Learning Academy at Paisley Campus on Tel: **0141 848 3594** or email: jane.ororke@uws.ac.uk

Further Study

The University has over 50 career-focused postgraduate and post-experience programmes designed in partnership with business and industry. If you're interested in continuing your studies at UWS please visit our website at www.uws.ac.uk/postgraduate or contact University Direct on **0800 027 1000** or pick up an application pack from the Link.

Employability Link (Careers Service, Job Shop, Placements)

Employability is key to all that we do at UWS; creating opportunities for our students and graduates to help them in their future careers.

Our Employability Link offers

Careers Service

- ▶ careers guidance
- ▶ help with job applications and preparing for interviews
- ▶ CV advice
- ▶ graduate on-line vacancy service
- ▶ employer events and employability seminars

Job Shop

- ▶ local part-time vacancies
- ▶ voluntary opportunities
- ▶ listings of internships and summer placement

Placement

- ▶ work placement opportunities
- ▶ work based learning opportunities

For more details visit:

www.uws.ac.uk/employability

You can contact us at the locations and telephone numbers listed at the start of this section or email employability@uws.ac.uk



Childcare Support

Under a new funding scheme operating across the campuses, the University is able to offer funding support to students for childcare.

The new Childcare Fund is designed to provide financial help to UWS students whose entry to, or continuation of, their chosen course at the University might be affected by the costs of childcare while they study. Applications for support are accepted from undergraduate; postgraduate; EU/ international students; and nursing and midwifery NHS bursary-funded students. Awards are dependent on students' household income levels, and personal circumstances.

The Childcare Fund covers a variety of arranged childcare, including childminders, private nurseries, extra hours in local authority nurseries and classes, wraparound care, out of school care, and playgroups. Priority will be given to registered childcare costs.

Contact the Student Link Information Point on your campus for more details.

Learning Resources

3.1 Effective Learning (CAPD)

Working within the Centre for Academic and Professional Development, the Effective Learning Team provides academic advice, guidance and resources to help you to develop and enhance the skills you will need during your time at University.

We are committed to providing a service which meets the learning needs of all students. Contact an Effective Learning tutor for general help with areas where you want to improve your academic skills, or for advice with specific issues such as academic writing or exam preparation. Effective learning tutors may also provide academic skills development in classes delivered as an integral part of your module.

Effective Learning Tutors offer assistance on a range of topics including:

- ▶ Writing essays and reports
- ▶ Critical thinking
- ▶ Plagiarism and referencing
- ▶ Presentation Skills
- ▶ Personal development planning (PDP)
- ▶ Studying and exam techniques
- ▶ Time management

Contact details:

For more information and to see our range of online resources, visit the Effective Learning website at www.uws.ac.uk/effectivlearning

The website also has the contact details and locations for the Effective Learning Tutors at each campus.

3.2 Library Services

Full library services cover loans and access to books, printed journals, audiovisual materials, reference books and on-line information; access to computers; provision of study space and assistance in finding and using these materials. Services are also available to off-campus students, or to students on placement, via hospitals, some colleges and public libraries throughout West and Southwest Scotland.

The Library's electronic books and journals are available at www.uws.ac.uk/schoolsdepts/library/resources/index.asp. Athens usernames and passwords are required in order to access many of these resources and these are sent automatically to student email addresses after enrolment.

The Library website

The library website is the key to library services and can be accessed from on or off campus at www.uws.ac.uk/library As well as holding the library catalogue it contains additional useful information such as a guide to writing references and advice on literature searching.

Contact details:

Website: www.uws.ac.uk/library

Each Campus Library has contact email addresses and telephone numbers, as well as contact information for specialist subject staff. The website also has location information and the full opening hours for each library.

Ask for advice!

We are happy to help - just ask at the enquiry desks. Classes and tutorials are also offered for information retrieval for various subjects.



3.3 ICT Services

Online Services

ICT Services offer a range of online services to students, including access to the Virtual Learning Environment (Blackboard), the student record system (Banner) and the library system (TALIS) as well as student email and online storage through Microsoft's **live@edu** service. All students are strongly advised to use their Windows Live Email Account as all student email communication made from within Banner, Blackboard and the library systems will be sent to your student email address (**bannerID@studentmail.uws.ac.uk**).

You'll find more information on the following website www.uws.ac.uk/schoolsdepts/ict//index.asp

Media Services

ICT Services offer a wide range of media services to students, from the hire of equipment such as laptops and video cameras, to the use of a fully-equipped television studio or recording studios. You can visit our facilities by taking a campus tour during induction week. Alternatively, ask about our services at ICT Services Reception on the various campuses or telephone **Ext: 3999** internally or **0141 848 3999** externally.

You'll find more information on the following website uws.ac.uk/schoolsdepts/students/media which can also be accessed from the Student Intranet.

Computing Services



The University provides both lab-based and open-access computing facilities. There are open-access ICT laboratories on all campuses. You can use these to access the resources (Blackboard, email, Office applications, etc.) that you will need for your study. You should attend an induction session during enrolment that will help you get the most out of the facility. (Your school should organise these at the start of session but you can also get help at the ICT

Services reception.) These sessions are designed to help you get the best out of the service and offer many tips on keeping printing costs to a minimum.

You can also get more information on these services by going to <http://www.uws.ac.uk/schoolsdepts/ict/studentssupport> which explains what ICT services are available and how to access them. From here you can access information on: Library, Student Services, Students' Association and student administration issues (exams, regulations and guidelines). The site is updated frequently with new and revised information and links; it carries a great deal of useful information and students are strongly encouraged to use it.

Wireless Network Access

Wireless network access is provided by ICT in all buildings of the University. There has been a significant investment in the UWS wireless network which is still ongoing to provide a more exclusive service.

For further information about wireless coverage visit www.wireless.uws.ac.uk

University Services

4.1 Student Engagement in Learning and Teaching

Quality assurance and enhancement

There are a range of activities ongoing across the academic year to ensure your modules and programmes are of a high quality. All university-approved programmes are subject to rigorous quality assurance and enhancement procedures. This includes external advisors being involved in the development and approval of new modules and programmes and the review of all programmes every 6 years. Students should be consulted on the submissions made to approval and review panels and these panels will also meet students to find out about the quality of their experience.

External examiners, normally academic staff from other UK institutions (or from industry or the professions) provide annual reports on the standard of programmes and subjects as demonstrated by student performance.

Faculties hold annual monitoring events, usually in November, at which there is the opportunity available for you to be represented either by your student reps or by members of SAUWS. If you would be interested in attending the annual monitoring event for your Faculty or a review event for your programme of study, please contact the Quality Enhancement Unit (QEU) at qeu@uws.ac.uk

The University participates in the Quality Assurance Agency for Higher Education (QAA) Enhancement-led Institutional Review (ELIR). This form of review is undertaken at every Scottish university on a four-year cycle. Our last ELIR took place during session 2010/2011 and the report is on the QAA website www.qaa.ac.uk

If you would like any further information about quality assurance and enhancement activities at the University please contact the Quality Enhancement Unit at qeu@uws.ac.uk

Student feedback, engagement and representation

The University considers the involvement of students in quality assurance and enhancement activities to be a key priority. By getting involved and giving us feedback you are enhancing the quality of your educational experience and making a difference for future students. Our feedback mechanisms (questionnaires, annual meetings etc.) give you the opportunity to present your views on your learning experience.

Student feedback mechanisms

The module questionnaire seeks feedback on individual modules in terms of delivery, learning resources and assessment. At present, MEQs are circulated to all students between weeks 9

and 12 each trimester and include a section of questions that can be tailored by each SDG. There is a good response rate (80%) as the questionnaire is normally completed in class. Questionnaires are processed by Student Link. At the start of each academic trimester, the qualitative and quantitative feedback is considered and analysed by each SDG.

Students will also be given the opportunity to take part in other surveys which will allow them to comment on a wide range of issues which affect the quality of their student experience from teaching and learning to resources and facilities. These opportunities may be via post, telephone, in class or online questionnaires. Some may be internal to UWS and others may also link in with national surveys such as those carried out by Ipsos Mori or the Higher Education Academy.

All surveys lead to enhancement of the UWS student experience so it is important to take every opportunity to make your experience known.

Student representation

What are Student Reps?

Student Representatives, or Reps as they are more commonly known, are students who are elected by their class to represent the class or the programme on various committees within the University.

Student Reps act as a channel of communication between students and the institution to ensure that the opinions and needs of students are heard at every level within the University.

Why do we have Student Reps?

The student representative system is essential within any educational institution. It should allow the free flow of information from staff to students and back again. It should be a process whereby the students, staff, Reps and the University all benefit.

Student Reps ensure that the student perspective is considered in a wide range of decisions taken at committees.

What do Student Reps do?

Reps identify, through consultation and discussion, student issues and needs. Student Reps articulate views representative of student colleagues even when the Rep does not personally support these views.

Reps also act as a channel of communication between the student body and the institution and the Students' Association (SAUWS). Any queries students have can be taken to the relevant committee and, likewise, issues discussed can be reported back to the wider group of students.

Reps attend and actively participate in a wide range of committee meetings. These can be Student/Staff Liaison Groups, Subject Development Groups and the SAUWS Students' Council.

They also liaise with other Student Reps, the Students' Association and its Student Rep Co-ordinator, as well as the Quality Enhancement Unit. This encourages a good flow of communication and information.

What are the main committees Student Reps belong to?

- ▶ **Student/Staff Liaison Group (SSLG)** - SSLGs are independent and informal groupings of subject staff and Student Reps. They are a forum for voicing learning and teaching issues which have been raised at module level.
- ▶ **Subject Development Group (SDG)** - Subject Development Groups are key to the management of enhancement and quality of the Faculty's academic provision. Former Learning, Teaching Committees (LTCs) were developed/restructured into Subject Development Groups (SDGs) which provide a broader home for subject based discussion and development which encompasses the entirety of the academic experience, including research and commercialisation, as well as the remit for taught provision, student learning and teaching experience and quality.
- ▶ **SAUWS Students' Council** - Students' Council discusses current issues emerging within the University, the National Union of Students and education in general, as well as the activities of the Students' Association. Members of Students' Council can bring topics of concern to meetings and participate in finding solutions to problems facing students. Students' Council forms the policy of the Students' Association on issues affecting students.



If you would like any further information regarding the remit of these committees and the issues discussed or you would like to know more about becoming a Student Rep on one of these committees please contact Claire Lumsden, Student Rep Co-ordinator, Students' Association, email src@sauws.org.uk or Kim Macintyre, Administrative Officer, Quality Enhancement Unit, email kim.macintyre@uws.ac.uk

Training and information

SPARQS - Student Participation in Quality Scotland

SPARQS is a national organisation that provides training for student representatives in HE and FE institutions across Scotland. UWS has been working in partnership with sparqs and together we have developed a training programme specifically for student reps at UWS.

The training session is run over a morning or afternoon and is designed to specifically help prepare for the role as a rep. The session will provide guidance on how to represent the views of fellow students, the structure and role of various University committees and where to get additional information and support. It's also an excellent opportunity to meet fellow student reps in a relaxed and fun environment.

Training is delivered by fellow students, employed by sparqs as Associate Trainers, and lasts approximately 2.5 hours long.

SPARQS training events for 2011/12 will take place across all four campuses towards the end October/beginning November 2011. Dates will be widely publicised during enrolment.

To book your place or find out more, email studentinvolvement@uws.ac.uk. Additional student representative training can be provided on request and delivered in group or individual sessions. For more information about sparqs, you can check out their website at www.sparqs.ac.uk

Student engagement handbook

An electronic student engagement handbook is produced in collaboration by QEU and SAUWS to provide you with all the information that you need to be a successful Student Rep. The handbook can be downloaded through the Blackboard Student Rep site or you can request a copy by emailing studentinvolvement@uws.ac.uk

Student Representative Blackboard site

The Student Representative Blackboard site contains valuable information such as University regulations, copies of the complaint and appeals procedures, and copies of relevant policies such as the student guidance policy. Once you become a Student Rep you will be automatically registered on the Student Representative Blackboard site and the link will appear when you log into Blackboard.

Student involvement website

The student involvement website facilitates the communication of our Student Reps across all four campuses of University of the West of Scotland. Student Reps may use the site to contact each other to ask questions and share ideas and good practice.

www.facebook.com/group.php?gid=116574468302#!/group.php?gid=116574468302&v=info

For further information on student engagement please contact Kim Macintyre, Administrative Officer, Quality Enhancement Unit, email kim.macintyre@uws.ac.uk

4.2 University Finance Office

The various campus locations for the Finance Office are as follows:

Ayr – Level 3, Room 3.036 (Tel 01292 886333)

Hamilton – Ground floor, Almada Building (Tel 01698 283100)

Paisley – Witherspoon Building, Room M003 (Tel 0141 848 3351). For the fees section call Ext 3196/3190.

Dumfries – An advice service is offered on behalf of Finance by Student Services at Dumfries or you can contact the Paisley telephone numbers

More information on all financial aspects of studying at UWS can be found at www.uws.ac.uk/studentfinance. There are specific pages for full-time home/EU students, students from overseas and part-time students.

4.3 Tuition Fees

Home/EU students - Student Awards Agency for Scotland (SAAS)/Student Loans Company (SLC) funded students

Points to note:

- ▶ you must apply to SAAS/SLC for your tuition fees each academic year. You do not need your exam results from the previous year to apply
- ▶ you must complete an online application for SAAS funding at www.saas.gov.uk
If you have not applied for your funding by 28th October (September intake) or the 28th March (February intake) you will be treated as self financing
- ▶ if you have received your Award letter from SAAS/SLC and you are attending a face to face enrolment session, please bring this with you

For information and advice on repeat year funding from SAAS/SLC please contact the University's Funding and Advice Service, part of the Student Link within each campus.

Self-financing students

Points to note:

- ▶ if you are meeting the cost of your fees yourself you must pay a minimum one module deposit (normally £305 for an undergraduate module or £555 for a postgraduate module) before you can enrol, the balance of your fees can be paid in full on enrolment
- ▶ alternatively, you can opt to take advantage of the University's extended payment terms by setting up a payment plan at www.uws.ac.uk/studentfinance
- ▶ for information on payment methods and installment dates please visit the Finance Office website at www.uws.ac.uk/studentfinance

Company sponsored students and Service Level Agreements

Points to note:

- ▶ students being sponsored by their company are required to provide, prior to or at the time of enrolment, a sponsor authorisation form which can be downloaded from www.uws.ac.uk/finance All fees remain the responsibility of the student until they are paid in full by their sponsor
- ▶ if your fees are being covered by a Service Level Agreement (SLA), you must provide an appropriate SLA form prior to or at enrolment. The SLA must specify the modules you are funded for

Government Fee Waivers

Points to note:

- ▶ if you are a part-time undergraduate home student in receipt of certain Government means-tested benefits or meet the low income criteria you may qualify to have your fees paid under the Government Fee Waiver Scheme. Part-time postgraduate students may be eligible for a 50% discount
- ▶ for details of qualifying benefits or for low income criteria please visit www.uws.ac.uk/schoolsdepts/finance/students/fee_waivers.asp
- ▶ if you are claiming a Government Fee Waiver you must provide official evidence of your benefit (or low income) prior to or at your enrolment session

Individual Learning Accounts (ILA)

Points to note:

- ▶ ILA 200 accounts - you must be booked onto your course by the Lifelong Learning Academy prior to enrolment. You will not be able to enrol until you have done this and paid any deficit in fees (i.e. £10 if the module fee is £210). You should receive an ILA 200 Learner Token from ILA Scotland within 14 days of being booked onto your course. You must sign and date the Learner Token and provide it to the Finance Office as soon as possible. If you do not provide your Learner Token to the Finance Office by 25th October (September Intake) and 25th March (February Intake) you will be invoiced for the full amount
- ▶ Part-time Fee Grant (formally ILA 500) - you must provide a copy of your Award Letter to the Finance Office prior to or at enrolment. If you do not provide your award letter to the Finance Office by 25th October (September Intake) and 25th March (February Intake) you will be invoiced for the full amount

Overseas students

Points to note:

- ▶ part-time overseas students must pay a minimum of 50% at time of enrolment
- ▶ full-time overseas students who pay their tuition fees in full prior to enrolment may be eligible for a 10% early payment discount
- ▶ alternatively, you can pay in two installments. A minimum of 50% must be paid prior to enrolment with the remaining balance due by 28th January (September intake) or 28th August (February intake)

Withdrawal procedure

Points to note:

- ▶ if you are considering withdrawing from a module or from your programme you should contact the Finance Office to discuss any financial implications. If you do choose to withdraw, the date of withdrawal needs to be confirmed in writing to the Finance Office
- ▶ self-financing and company sponsored students who withdraw after the second week of classes will be charged pro rata fees
- ▶ if you are SAAS/SLC sponsored student and withdraw from your programme prior to 1st December you will be charged pro rata fees
- ▶ overseas students will be charged a non refundable element in addition to pro rata fees
- ▶ a full list of pro rata fees and details of the overseas non refundable elements can be found at www.uws.ac.uk/schoolsdepts/finance/students/prorata_charges.asp
- ▶ pro rata fees will not be charged if you withdraw on medical or compassionate grounds and are able to provide evidence

University accommodation

Points to note:

- ▶ accommodation fees can be paid in full or in seven equal installments (28th October – 28th April inclusive). Installment dates can be viewed on the Finance Office website
- ▶ accommodation bursary - Overseas students on a full time programme are eligible to apply for a £1000 accommodation bursary. The deduction of the £1000 accommodation bursary is subject to receipt of the application form and all University Terms and Conditions being met by the student (including all fees being paid in line with the University instalment dates)
- ▶ overseas students who pay in full prior to their start date will be entitled to a 5% discount of the cost of their accommodation less the bursary

4.4 Student Debt Policy

Points to note:

- ▶ if you have any payment issues it is advisable to discuss it with the Finance Office to identify possible courses of action. However, please note that the University is committed to the collection of outstanding student debt

For further information on the policy please visit www.uws.ac.uk/finance

- ▶ debt arrangement scheme - If you are currently subject to, or in future intend to apply for, registration for a Debt Payment Plan in terms of the Debt Arrangement and Attachment (Scotland) Act 2002, whilst a student at University of the West of Scotland, we need you to confirm your participation in writing by registered post to the Finance Office within seven days of application

Good Advice

5.1 Equality and Diversity

What is equality and diversity?

Equality means ensuring that equality of opportunity is available to all, irrespective of a person's background, culture, belief or other difference. It is about treating people according to their needs and situation. Where groups have experienced inequality, this may mean taking steps to enable equality of opportunity. An example of this is making reasonable adjustments to take account of someone's disability.



Diversity is about valuing the difference that people bring and respecting views and beliefs that are different to one's own. It means taking into consideration different culture, experiences, life-style choices, religions or beliefs and family status.

What is your responsibility?

All members of University Court, staff, students, visitors and contractors are required to abide by the University's commitment to eliminate unlawful discrimination in employment and in the provision of goods and services and to take account of the desire to promote equality of opportunity and the understanding of difference.

We all have a part to play by treating each other fairly, with dignity and respect and individuals should challenge any inappropriate behaviour and report any bullying or harassment. Further details are available on the equality and diversity website at www.uws.ac.uk/equality

How the University will deliver on its commitments to equality and diversity

Equality and diversity are now an integral part of the University's strategic approach to student and staff engagement. The equality and diversity agenda is led by a member of the University Executive Group, supported by the University's Equality and Diversity Co-coordinator. There will be ongoing work to deliver the equality and diversity plan and this will involve as many students as possible.

5.2 Interested in Studying Abroad?

The University enjoys partnership agreements with around 90 educational institutions across Europe and has links with a number of universities in the USA. Through studying abroad, as part of your programme, you'll have the chance to:

- ▶ experience a different culture and lifestyle

- ▶ significantly enhance your career prospects
- ▶ gain a global perspective on your studies
- ▶ make a valuable addition to your CV
- ▶ improve your language skills



Your studies can count towards your final award from UWS and funding for studying in Europe is available. For more details, contact your School Erasmus Coordinator or Norman MacMillan, Study Abroad Co-ordinator, Corporate Marketing by telephoning **0141 848 3834**, email norman.macmillan@uws.ac.uk.

5.3 Student Accommodation



There are two managed halls of residence and three large groups of furnished flats in Paisley.

Underwood Residence is a five-minute walk from the Paisley Campus. This residence accommodates 168 students. The accommodation is fully-furnished, single study bedrooms in flats for 4-6 students.

Thornly Park Residence is situated within the grounds of the

University's sports facilities, approximately two miles from Paisley Campus. This residence accommodates 235 students in fully-furnished flats within individual villa blocks.

A regular bus service operates on routes between Thornly Park and Paisley Campus.

Support services are provided from the Residence Unit Manager, janitors and student wardens.

The University also has a range of fully-furnished flats close to Paisley Campus accommodating 225 students. Located in George Street, Lady Lane and Christie Street these shared flats offer single bedroom accommodation with two students sharing the bathroom and kitchen. Christie Street flats have a shower/bath and a washer/dryer.

Due to demand, first year students are not usually allocated accommodation within the flats. The University does not have suitable family accommodation.

Please contact the Residential Accommodation Unit for lists of private accommodation.

Allocations take place at the beginning of August each year, however a limited number of vacancies also occur at times during the year and enquires should be made to the Residence Services Manager in the Residential Accommodation Unit, in J207 or by telephoning **0141 848 3159/3158**.

5.4 Health & Safety Services

Health & Safety Services are responsible for overseeing the health and safety of our students and staff on all campuses of University of the West of Scotland. You can contact Health and Safety Services at health&safety@uws.ac.uk. You should first discuss any health and safety concerns with your programme leader. However, please do not hesitate to contact Health & Safety Services if you feel that your concerns have not been properly resolved. Remember - you have a duty to ensure your own health and safety and that of others who may be affected by your acts and omissions. You are required to inform the University of any health and safety concerns.

Essential information for your health & safety

Health

Occupational health is provided for staff and students by the University's Occupational Health Service. This is part of Health and Safety Services and located in the Brough Building at Paisley Campus. The service is unable to prescribe or supply medicines, but is available for advice and guidance on health and wellbeing issues. Such advice and guidance may include referral to other agencies. All information is treated with strictest confidence. Appointments can be made by contacting reception in Health & Safety Services on **0141 848 3926**.

Register with a local doctor

If you are new to the University and have not already registered with a General Practitioner in a GP practice you should do so now. You should be registered with practice near to where you are living or near to the University campus where you are studying.

If you are ill, your GP practice would be the first place to contact for advice. You should not wait until you are unwell before attempting to register with a GP practice.

In addition to receiving diagnosis and treatment, you can access a variety of services through a GP practice. These include prevention of illness, family planning, contraception, immunisation and travel health advice.

If you are ill and cannot wait until your GP surgery re-opens, contact NHS 24, Tel: **08454 242424** or www.nhs24.com. A list of GP practices near to the University's campuses is available via Health & Safety Services **0141 848 3926** or at www.uws.ac.uk/schoolsdepts/h1n1/gp.asp

First aid

If you need first aid for yourself or for someone else who has been injured then:

Call extension **2222** on any internal or yellow emergency telephone.

Give full details of where you are, what the injury is and how serious it is.

A first aider will be contacted and sent to you. Keep calm and keep the injured person calm. Do not let them leave until seen by the first aider. If you think that an ambulance is required, then ask for one when you request first aid and one will be sent for. Remember to report the incident to the University Health & Safety Services.

Accidents

It is essential that you report all accidents which occur in the University (including within University accommodation) or while you are on University activities such as field trips, to either your School/Unit office or directly to the Health & Safety Services. You must use the University incident/dangerous occurrence report form available from the above offices to help the University comply with the law.

Fire procedure

If you hear the fire alarm

- ▶ stop what you are doing
- ▶ evacuate the building, walk quickly - don't run
- ▶ do NOT return for valuables
- ▶ do NOT re-enter the building until told to do so by Health & Safety or Estates & Buildings personnel
- ▶ report to the fire assembly point

If you discover a fire

- ▶ do NOT attempt to fight it
- ▶ leave the room
- ▶ close the door to contain the fire
- ▶ operate the nearest break glass call point to evacuate the building (security & reception will call the fire brigade)
- ▶ evacuate the building, walk quickly - don't run
- ▶ inform the first member of staff you meet or the fire brigade of the location and type of fire
- ▶ do NOT return for valuables
- ▶ do NOT re-enter the building until told to do so by Health & Safety or Estates & Buildings personnel
- ▶ report to the fire assembly point

Students identified as those who are likely to experience difficulty in evacuating buildings in an emergency situation will be referred to Health & Safety Services by Enabling Support Advisers at the beginning of the academic year. Health & Safety staff will then meet with the students to develop a personal emergency evacuation plan.

5.5 Smoke Free Policy

The University aims to promote and improve the health and wellbeing of our staff and students. As part of that commitment, we have developed a policy designed to provide a completely smoke-free environment at Ayr, Hamilton and Paisley campuses for everyone. The Smoke-Free Policy means that there will be no smoking allowed across the University's academic estate and workplaces, indoors and outdoors. In Dumfries, because the campus does not belong to UWS, the policy cannot apply in the same way to external areas. However, the University strongly advocates maintaining a smoke-free environment at Dumfries Campus. For advice on accessing stop-smoking services log on to www.uws.ac.uk/smokefree

This website also provides full details of the policy, information on support for staff and students and maps outlining smoke-free areas.

5.6 Sustainability and the Environment at UWS

During your time here we would like to tell you about sustainability at UWS, as we realise that a sustainable campus can only be achieved with the assistance of its students. UWS is a signatory of the Universities and Colleges Climate Change Commitment for Scotland.

Our goal at UWS is to reduce carbon emissions by 20% by 2014. In order to meet this target, we have developed a wide range of sustainability strategies and initiatives and need your help to make these a success. You can help out by doing a little, such as recycling your bottles, or doing a lot and becoming a student champion, spreading the sustainability message while boosting your CV.

Current UWS Sustainability Initiatives

Bottle/Can Recycling – Recycling is available on Ayr, Hamilton and Paisley Campuses. Look out for the red and white recycling bins that you will find both inside and outside the buildings. Can and bottle recycling is also being introduced into classrooms so please use them where available. These containers can take plastic bottles and cans only. Please be careful not to put other items in these bins.

Paper Recycling – Paper recycling is being introduced into classrooms. Please use the recycling containers for paper only when they're available and do not contaminate them with other materials.

Sustainability Committees – UWS currently has sustainability committees on Hamilton and Paisley campuses and we are looking for student representatives. If you are interested in being involved with the committees, sharing ideas and discussing environmental initiatives on campus please contact Claire Roxburgh at claire.roxburgh@uws.ac.uk

Sustainable Transportation – UWS encourages the use of public transit to reach our campuses and all are within walking distance of train stations or bus stops. If you do drive, please consider car sharing to decrease your carbon footprint. Log on to www.uwsjourneyshare.com to find a care share buddy. Cycling is also promoted and cycle storage is currently available on all campuses.

Switch it Off – Please help us to reduce carbon by switching off lights, computers, monitors and other electrical equipment when not in use.

Upcoming Events – please see website for up to date information on events and news.

- ▶ Fresher's Events
- ▶ Alternative Transportation Day
- ▶ UWS Sustainability Residence Competition
- ▶ Fairtrade Fortnight
- ▶ Carbon Saving Month
- ▶ UWS Green Week

For more information please log on to the UWS Sustainability Website:

www.uws.ac.uk/schoolsdepts/sustainability

or contact

Claire Roxburgh, Energy and Environment Alternative Transportation Day Manager:

claire.roxburgh@uws.ac.uk

5.7 Useful Telephone Numbers

Switchboard	0141 848 3000
Campus reception	0141 848 3163
Lifelong Learning Academy	0141 848 3193
Student Services	0141 848 3803
Students' Association	0141 849 4157
Robertson Trust Library and Learning Resource Centre	0141 848 3758
Student Records Office	0141 848 3688
Examinations Unit	0141 848 3687
Accommodation Unit	0141 848 3158
Finance Office	0141 848 3190
Effective Learning	0141 848 3824

External help and advice

Further help and advice telephone numbers are available at
www.uws.ac.uk/schoolsdepts/studentsservices/counselling/helpagencies.asp

Drugs

Know The Score 0800 587 5879

Family Planning and Sexual Health

The Russell Institute
Causeyside Street, Paisley 0141 889 8701

Advice

Samaritans 0845 790 9090
Domestic Abuse Helpline 0800 027 1234

Emergency

Strathclyde Police

Renfrewshire and Inverclyde Division
Divisional Headquarters, Mill Street, Paisley 0141 532 5900

Fire

Fire Station, Canal Street, Paisley 0141 889 2222

Gas Services

British/Scottish Gas
(For any emergency at any time call free) 0800 111 999
General enquiries 0845 605 6677

Electricity

Scottish Power
Residential enquiries 0845 272 7111
Faults and emergencies 0845 272 7111

In all emergencies, dial 999

Travel information

Rail

National Rail Enquiries **0845 7484 950**

Bus

Buchanan, Bus Station, Glasgow **0141 333 3708**

Scottish Citylink **0870 550 5050**

Strathclyde Passenger Transport - information **0871 200 2233**

Air

Glasgow International Airport, Glasgow **0870 040 0008**

Prestwick International Airport, Ayrshire **0871 223 0700**

Road

AA Services **0870 600 0371**

RAC Services **0800 096 0731**

Students' Association

6.1 Student Membership, Representation and Welfare

Now that you are enrolled as a student of University of the West of Scotland, you are also automatically a member of the Students' Association (SAUWS). The Association is your representative body during your time at University. Being a member entitles you to use the variety of facilities and services. However, under the provisions of the Education Act (1994), students have the right to opt out of ordinary membership of the Students' Association. If you do wish to opt out, forms are available from Student Administration Services.

SAUWS is run for students by students. Day-to-day running of the Association is controlled by the Board of Trustees. The Board is made up of non-sabbatical officers (who are students just like you, who give up some time to get involved) and sabbatical officers - people who are either taking a year out from their studies or have just graduated. There are five sabbatical officers each responsible for a different area of student life at the University. These full-time officers include the President (senior rep to the University), Depute President Education and Welfare (does exactly as it says on the tin), Campus President - Ayr (looks after the issues on the Ayr Campus), Campus President - Hamilton (looks after the issues on the Hamilton Campus) and Sports President. Any matriculated student can stand for a position on the Board of Trustees and elections take place in March every year. Here at SAUWS, our core values are the welfare and representation of YOU the students of University of the West of Scotland.

We are also looking for people to get involved in their Association. The best way to do this is to become a student council rep. The student council is where views of students at University of the West of Scotland are heard and where they can make decisions about the direction of the University and their Students' Association.

The Students' Association has student councils on each campus which set the policy of the Association on matters related to the University, education and the overall running of the Students' Association which is conducted day-to-day by sabbatical officers and staff under the direction of the board of trustees.

As an elected member of the student council, you will need to attend and take part in meetings, then report back to your class with details of the decisions of recent meetings and developments in the Students' Association. You can also become involved in the work of the various sub-committees. Apart from the thrill of being part of the Students' Association decision-making process, being a member of student council will build your CV and give you valuable transferable skills such as public speaking, negotiating, decision-making and committee skills. Information about becoming a student representative at any level can be obtained from the Association at any of the unions, by going to the website - www.sauws.org.uk - or by contacting any of the sabbatical office bearers.

STUDENTS' ASSOCIATION
SAUWS
UNIVERSITY OF THE WEST OF SCOTLAND

6.2 Welfare Service

We offer a welfare service, providing advice on any problem you may have during your time at University - including student loan problems, academic appeals and complaints and simply the opportunity to talk to someone who will listen when you need help. SAUWS also represents the student body through a variety of means both within the University and externally.

6.3 Student Clubs and Societies

We have a wide range of clubs and societies for you to get involved in. There are clubs, societies and groups across all of the campuses, which include: Aikido; American Football; Badminton; Basketball; Hobbits; International Students' Society; LGBT Group; Netball; Rugby; Tae Kwon Do and Volleyball. If there isn't one to interest you, start your own! Details of all aspects of these can be obtained from the Association at any of the unions, by going to the website www.sauws.org.uk or by contacting the Sport President, whose job it is to oversee the societies.



6.4 Trading Services

The union contains a cosy bar where you can find quiz nights, themed nights and local bands piloting their new songs, you can also come along for a bite to eat as it doubles as the union eatery as well. A well-equipped shop for all your needs and the campus ATM are also located within the building. WiFi is available in the union building so you can come here relax, have a pint or two and catch up online. Opening times are displayed at the entrance to the building.

6.5 Union Opening Hours

Please refer to SAUWS publications at the start of the trimester for details of the local union opening times and events at the Campus, or check it out online at www.sauws.org.uk



General University Facilities

7.1 Catering

Qwerty's Internet Café, J Block

Starbucks coffee and drinks are available, along with a wide selection of sandwiches, wraps, rolls and baguettes. We also offer Danish pastries, scones, muffins and cakes. At lunchtime, hot paninis are available along with soup and jacket potatoes. Hot morning rolls are available during term time from Qwerty's. The bringing of flasks and packed lunches to Qwerty's is actively discouraged.

Opening hours are:

08.45 - 18.00 hours Monday to Thursday and 08.45 - 15.00 hours on Fridays.

Café Getaway, A Block

Starbucks coffee and drinks are available. For breakfast: hot filled morning rolls, freshly baked scones, freshly baked pastries and freshly baked muffins; for lunch: home-made soup. Hot paninis, toasties, selection of sandwiches, filled baguettes, freshly baked pastries, baked potatoes, freshly baked pizza, fresh fruit salad, yogurts and a wide selection of drinks and confectionery.

Term time opening hours are:

08.00 - 15.00 hours Monday to Friday.

Student union cafes

As well as the main cafeteria on the ground floor of the Student Union Building, there is also the cyber café called Java.



Vending

Offering a wide selection of hot and cold drinks, crisps and confectionery, vending machines are located in A and J Block. We are reviewing all of our catering outlets to make sure we offer the very best quality at competitive prices. Some of our outlets may have new services available throughout the year and some of our existing services may be updated or changed. We'll keep you up-to-date through your student email account.

7.2 Sport

The Thornly Park facilities are located about two miles from Paisley Campus beside Thornly Park Residence. The University has extensive facilities which provide a wide range of indoor activities within the large sports hall including badminton, netball, basketball, volleyball, table tennis, aerobics and martial arts. Additionally, 2 newly upgraded purpose-built conditioning gymnasiums (one on ground level) complement the court activities. Changing and shower facilities are available for both indoor and outdoor pursuits. Upstairs, a committee room is provided for club meetings etc. The centre also houses its own medical room to provide an area for immediate first aid attention in the event of any minor accidents or injuries. Externally, three floodlit all-weather pitches are available for five-a-side football, hockey and other team games, as appropriate. Full size turf pitches and a training area are provided to cater primarily for football and rugby.



A full-time sports supervisor and attendant staff co-ordinate and promote the range of sporting activities available. If you wish to make a sports booking, please contact the Robertson Trust Sports Centre on **0141 884 7785**. Membership/matriculation cards must be shown when making bookings. Public transport passes Thornly Park on a very regular basis to and from Paisley town centre/Barrhead.

Students representing University of the West of Scotland at sporting fixtures on a Wednesday afternoon will be granted dispensation from attending classes, whenever possible. It is your responsibility to inform your module co-ordinator when seeking dispensation, and agreement should be sought from the module co-ordinator, if appropriate. The attendance requirements of a limited number of programmes such as nursing, midwifery and teacher education will, however, make it difficult to receive this dispensation.

Renfrewshire Leisure

All full time students are eligible for a 50% discount off the cost of swimming, using the gym, fitness classes and hiring sports courts along with other benefits. All students need to do is apply for a discount leisure card, issued free of charge. Proof of eligibility is required by providing your Student ID Card. Further details are available via the Renfrewshire Leisure website -www.renfrewshireleisure.com or by contacting the Lagoon direct on **0141 889 4000**.

7.3 University Shop

There is a shop on the Paisley Campus on Storie Street run by booksellers John Smith & Son which sells a wide range of stationery items - pens, binders, paper, study skills booklets etc. - and lab coats at competitive prices. Sandwiches are also available. The shop offers a Meal Deal where you can buy a sandwich, drink and chocolate or crisps at an extremely reasonable price. Hours of opening are Monday to Friday 08.30 - 17.00 hours. Summer opening hours are shorter from 08.30 - 14.30 hours.

7.4 Printing

Printing Services provides a shop service selling text books, past papers and personalised products. Dissertations, Projects, Thesis, Course Notes can also be printed and bound at any of the three campus units. Documents can be reproduced from either hard copy or digital files. To provide a more efficient service, we promote the use of digital files.

Ayr Campus,

Opening hours are Monday-Friday, 08.45-12.00 & 13.00-16.45

Hamilton Campus, Almada Building.

Opening hours are Monday-Friday, 08.45-12.00 & 13.00 - 16.45

Paisley Campus, room A108

Opening hours are Monday to Friday 08.45 - 16.45

Email: printingservices@uws.ac.uk

Or visit our website for more information,

www.uws.ac.uk/printingservices

Printing Services

Good advice - when you need it
Printing Services provides University of the West of Scotland community with high-quality products and a complete customer service advising on document preparation ensuring that corporate identity guidelines and copyright/licensing laws are adhered to.
Printing Services manage in-house printing/copying, external printing, departmental copiers, stationery and office supplies and the supply of paper as preferred suppliers.
We produce anything from University stationery to full colour leaflets, posters and personalised products. We operate a shop service selling text books, past papers and provide copying and binding for staff, students and the general public. Documents can be reproduced from either hard copy or digital files. To provide a more efficient service, we promote the use of digital files.

Get your Dissertations, Projects, Thesis, Course Notes printed & bound at any of our 3 campus units.

40p

the GREENER way to print

Printing Services endeavour to seek where practicable to select supplies to minimise any negative impact on the environment by:

- The use of recycled paper
- Waste paper trimmings are recycled
- Packing material & boxes are recycled
- Reduce any wastage from errors by quality control procedures
- Document proofing via PDF sent by email
- Power save mode on all copiers

Contact Printing Services

Paisley Campus 0141 848 3343
Hamilton Campus 01598 283100 ext 8291
Ayr Campus 01292 886222
email printingservices@uws.ac.uk
or visit www.uws.ac.uk/printingservices

7.5 Use of Accommodation

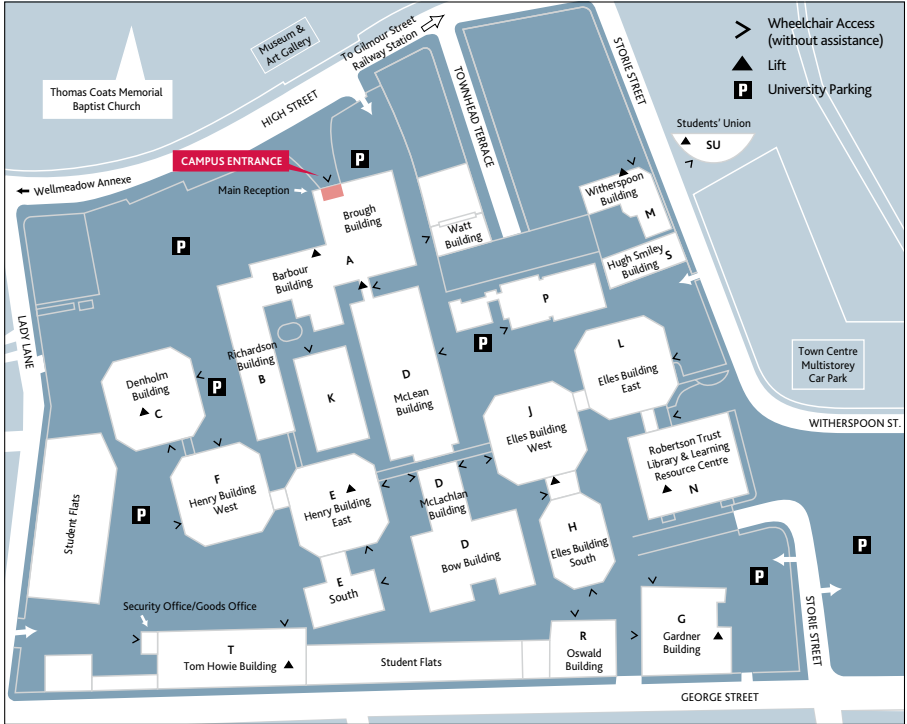
Students may book accommodation (subject to availability) for meetings etc. Students at Paisley Campus should contact Ms Susan Burns on **0141 848 3338** or Ashley Peters on **0141 848 3157**, email susan.burns@uws.ac.uk or ashley.peters@uws.ac.uk

7.6 University Orchestra

The University Orchestra, aka the Brough and Ready Band, is a small, friendly orchestra founded in 1993 by our own resident composer, Jean Sharrock. We welcome players of all abilities and there are no auditions to get in, as Jean can tailor-make music to suit your standard. We meet every Wednesday in the Brough Hall at the Paisley Campus and play a wide variety of music from serious classics right through to light music. Our annual Christmas concert is legendary and we host other musical and social events through the year. We would welcome new members, particularly string players, so please contact the conductor, Dr R Durant on **0141 848 3212** or r.durant@uws.ac.uk

Across the institution there are bound to be people who would like the opportunity to make music together. If you are one such person, please contact us and we will see what we can do to extend our activities.

8 Campus Map



BUSINESS SCHOOL	G103	Corporate Marketing	M
RECEPTION		Estates & Buildings	A
SCHOOL OF COMPUTING	E217	Finance	M
STUDENT OFFICE		Health & Safety Services	A
SCHOOL OF ENGINEERING	D148	Human Resources	M
OFFICE		ICT Services	J
Civil Engineering	E/T	Innovation & Research Office	A
Design & Engineering	T	Library & Learning Resource Centre	N
SCHOOL OF SCIENCE OFFICE	C215	Printing Services	A
Biological Sciences	C	Quality Enhancement Unit	A
Chemical Engineering	C/D	Reception	A
Chemistry	C	Residential Accommodation Unit	J
Mathematics & Statistics	H	Student Link	J202
Physics	H/J	• Admissions	
SCHOOL OF HEALTH, NURSING	A503	• Enabling Support	
& MIDWIFERY OFFICE		• Lifelong Learning Academy	
Distance Learning	A	• Student Administration	
SCHOOL OF CREATIVE &		• Student Services	
CULTURAL INDUSTRIES OFFICE	E305	GENERAL	
SCHOOL OF SOCIAL SCIENCES	L242	Brough Hall	A
OFFICE		IT Academy	E South
SUPPORT/ADMINISTRATIVE SERVICES		Cafes/Snack Bars	A/J/E/Union
Centre for Academic and Professional	H	Students Union & Main Refectory	SU
Development		Scottish Baptist College	K202

Appendix 1

University terms and conditions

All students will be required, as a condition of enrolment, to abide by, and submit to, the procedures of the University's Regulations as amended from time to time. A copy of the current regulations, including the disciplinary regulations, can be consulted in the University Library and is available at <http://www.uws.ac.uk/schoolsdepts/QEU/academic-office/regulations-policies.asp> or on request from the Court & Senate Office, University of the West of Scotland, Paisley Campus PA1 2BE, Scotland.

The University will use all reasonable endeavours to deliver programmes in accordance with the descriptions as set out in the prospectus. In exceptional circumstances, for example due to severe weather, industrial action, construction works, regulatory/compliance matters or other circumstances beyond the University's control which may impact on the University's ability to deliver normal services, while every effort will be made to put in place contingency arrangements to minimise disruption to students this may not always be avoidable.

The University intends to offer the range of provision outlined in the University prospectus but as this is produced up to a year before our programmes are offered there may need to be changes from time to time.

The University therefore:

- ▶ reserves the right to make variations to the contents or methods of delivery of programmes including campus location, to discontinue modules and programmes and to merge and combine programmes, if such action is reasonably considered to be necessary by the University. If the University discontinues any programme on which students are already enrolled, it will use its reasonable endeavours to provide a suitable alternative programme. If it makes major changes to any programme on which students are already enrolled it will advise the students as soon as the University believes it is in a position to usefully do so and provide full academic guidance.
- ▶ reserves the right to make amendments to its Regulatory Framework which govern its academic awards with the aim of maintaining high standards and with the student experience in mind. The University publishes its Regulations with a summary of all changes each year. Students will be bound by the regulations currently approved by Senate for implementation during the session in which the student is enrolled. By enrolling on an annual basis students confirm their acceptance of the University Regulations.
- ▶ cannot accept any responsibility, and expressly excludes liability, for damage to students' property and transfer of computer viruses to students' equipment

In line with the University Tuition Fee Management Policy and Procedure, students may not be able to participate in a graduation ceremony if they remain in debt to the University.

The University collects and processes information about its applicants, potential applicants and students for academic, administrative, management, pastoral and health and safety reasons and some of this information may constitute sensitive personal data in terms of the Data Protection Act 1998. Agreement to this is necessary by all enrolled applicants and students and the information will be processed in accordance with the University's

Notification with the Information Commissioner under the Data Protection Act 1998, and is disclosed to third parties only with the student's consent, or to meet a statutory obligation or in accordance with the said Notification.

The University is committed to reducing the environmental impact of its activities and, working with applicants, students and staff, it will strive to create an even more environmentally friendly ethos.

Appendix 2

Your rights and responsibilities

Your rights

- ▶ to have access to current and accurate information on the following:
 - your modules and programmes of study
 - student representation on University Committees
 - where relevant, arrangements for industrial placement on course/programme of study
 - University Regulations
 - University Complaints Procedure
 - University Single Equality Scheme
 - University facilities
- ▶ to be provided with teaching and learning programmes in accordance with published programme specifications and module descriptors
- ▶ to be informed of the nature, method and scheduling of assessments to be completed during the programme of study
- ▶ to be assessed and re-assessed in accordance with the appropriate programme and University regulations
- ▶ to have access to the University's information, advice and guidance services
- ▶ to have enquiries dealt with courteously and promptly
- ▶ to have formal complaints and appeals processed through fair and efficient complaints and appeals procedures
- ▶ to have the opportunity to provide feedback and express views on the standard and operation of programmes and teaching throughout the University

Your responsibilities

Each student of the University has the following responsibilities:

- ▶ to take your studies seriously, use the Library and other education support facilities, seek advice from your tutors where appropriate, and to notify your tutors of any difficulties you may be experiencing
- ▶ to attend, unless with good reason for absence, in line with the University's Student Engagement Policy, all taught elements of the programme of study and all assessments for the programme of study

-
- ▶ to submit all coursework and assessments by the specified deadline
 - ▶ to provide medical certification or other documentation relating to any period of absence from the programme of study, in line with the University's Student Engagement Policy
 - ▶ to be familiar with and abide by the University Regulations
 - ▶ to contribute to the University's continuing monitoring procedures by providing feedback when requested on the standard and operation of programmes and teaching throughout the University
 - ▶ to pay fees (or arrange for them to be paid) promptly as required by the University
 - ▶ All University staff and students deserve to be treated with respect. Students should display good conduct and respect for all members of the University community and also show respect for University property and equipment
 - ▶ to maintain the good name of the University when outside its precincts
 - ▶ to act in accordance with relevant University policies as they apply to students. These are referenced in student handbooks and on our websites.

Academic appeals and student complaints procedure

You have the right to appeal against subject panel or progression & award board decisions under certain circumstances after you have received official notification of your result. The University Appeals Regulations (Regulation 13) and Appeals Policy and Procedures are available from the Library.

It is important that you familiarise yourself with the University's Appeal Procedure. Please also read the Appeals Regulations carefully. A special re-read of the procedures is recommended before you sit examinations.

Remember that if you find yourself in difficulty or do not understand anything in the Regulations, please ask your Personal Tutor, Student Services or the Students' Association. They will be pleased to assist you.

There are two grounds on which you may appeal:

1. Appeals against decision of a Subject Panel or Progression and Awards Board:
 - ▶ There is evidence that there has been a computational or administrative error, or that the examination or assessment was not conducted in accordance with the University's regulations, or that some other procedural irregularity relevant to the assessment has occurred.
 - ▶ Exceptionally, the presentation of new or additional mitigating circumstances which were not originally available to the Mitigation Panel. Where a student could have reported the exceptional circumstances to the Mitigation Panel prior to its meeting, those circumstances cannot then be cited as grounds for appeal unless there is a compelling reason why these were not disclosed in the first instance.
2. Appeals against decision of a School Panel:
 - ▶ There is evidence of a procedural irregularity in relation to the implementation of the University's Student Engagement Policy;

-
- ▶ Exceptionally, there are new or additional mitigating circumstances which were not originally available to the School Panel. Where a student could have reported the exceptional circumstances to the School Panel prior to its meeting, those circumstances cannot then be cited as grounds for appeal unless there is a compelling reason why these were not disclosed in the first instance.

You may NOT appeal on any grounds which:

1. Have already been considered by the Subject Panel concerned;
2. Could have been considered had notice of the grounds been given prior to the meeting of the Mitigation Panel and you have no valid reason for failing to give such notice;
3. Dispute the academic judgement of the Panel;
4. You have not achieved the minimum level of attendance and engagement in line with the University's Student Attendance & Engagement Policy;
5. You have not responded to any of the University's attempts to contact you regarding poor attendance, in line with the University's Student Engagement Policy.

If you wish to submit an appeal, this must be done within 10 days of the notification/publication of the results.

Complaints procedure

The University is committed to providing the highest level of service for its students. However, it recognises that you may have legitimate complaints relating to your programme, the services or facilities provided by the University, other students or the staff of the University, and therefore has a complaints procedure that you should follow in these instances. Complaints will be taken seriously and will be dealt with in confidence and without recrimination. It is important to note that challenges to decisions relating to academic assessment, including progression, cannot be dealt with by the complaints procedure and should be made by using the appeals procedure detailed above. If there is any uncertainty about which procedure should be used, the case is referred to the Depute Principal, whose decision is final.

Complaints that are dealt with informally and at an early stage have the best chance of being resolved effectively. Therefore if you have a complaint, the University encourages you to raise this with an appropriate person at the earliest opportunity. You could contact your personal tutor, the module co-ordinator, programme leader or the member of staff in the service involved. However, if the matter cannot be resolved you should refer it to the relevant Executive Dean of Faculty for academic matters or with the relevant Head of Service if your complaint relates to any other service.

All complaints made at the level of Executive Dean of Faculty, Head of Service or above, should normally be made in writing. A formal complaint form is available to accompany complaints and the complaints procedure gives guidance on the structure of your letter. This form ensures that relevant personal details accompany a complaint, which can expedite the investigation and resolution of a complaint. All formal complaints will be acknowledged within five working days of receipt, after which the University will thoroughly investigate the complaint.

If you are dissatisfied with the outcome of a complaint, and have exhausted all internal procedures, you may refer the case to the Scottish Public Services Ombudsman - www.scottishombudsman.org.uk

Further information on the complaints procedure can be found on the student intranet.

Academic Office site

www.uws.ac.uk/schoolsdepts/QEU/academic-office/complaintsprocedure2010-11.pdf

Appendix 3

Rules and regulations

University regulations

University regulations can be found in the document 'Regulatory Framework for the Maintenance of Quality Standards of Courses and Programmes of Study Leading to the University's Academic Awards and Other Distinctions'.

Copies of this document are available in the University Library, School offices, the Student Link Information Point and the Academic Office. It is your responsibility to familiarise yourself with university regulations. It is also your responsibility to abide by these regulations. Each student's enrolment document includes a declaration that the University regulations will be complied with. You will have signed this document at enrolment.

The University regulations including information on attendance, University code of discipline for students, library regulations, copyright, cheating and plagiarism guidelines and intellectual property procedures with the University are available at www.uws.ac.uk/schoolsdepts/QEU/academic-office/regulations-policies.asp and are updated annually.

Appendix 4

(including Privacy Notice for students and student references)

The Data Protection Act

Privacy Notice for students

Personal data, including images, on our current and former students are processed and disclosed only within the terms of our registration as a data user with the UK Office of the Information Commissioner. Processing of student personal data is for a variety of purposes including:

- ▶ maintenance of the student record (including personal and academic details)
- ▶ management of academic processes (for example placements, academic audits, Progression and Awards Boards and awarding of degrees)
- ▶ management of university residences
- ▶ alumni operations
- ▶ provision of advice and support to students via, amongst others, Student Administration Services, Student Services (including careers, welfare, counselling, pastoral and enabling support) and personal tutors

-
- ▶ internal research, including monitoring quality and performance
 - ▶ health and safety

The University undertakes to maintain student data in secure conditions and allows access to student data to employees and agents of the University (including debt recovery companies) on a need-to-know basis only.

Information held by the University may be passed to a partner institution, where the course is collaborative or joint between the University and the partner institution. The University discloses information also to current or potential employers, or current or potential providers of education to our students, former students or graduates.

Limited information is provided also to authorised officers of the Students' Association of the University for the purpose of managing their membership.

The University reserves the right to release appropriate and relevant information to students' sponsors, including Local Education Authorities, Students Awards Agency for Scotland, trust funds and employers to ensure payment of any fees due to the University.

Disclosures to other organisations will be made in specific legitimate circumstances with consent from students being sought where necessary.

The University careers service works in close partnership with Graduate Prospects (www.prospects.ac.uk) and discloses minimal information to facilitate registration and access to job vacancies.

Schools may display personal data relating to students, including name and registration number on notice boards and the intranet to provide information about seminar or tutorial groups, class tests and other essential information that has to be communicated. If an individual student objects to personal data being displayed in this manner, it is her or his responsibility to contact each School.

The University collects and processes information on racial or ethnic origin and disability, which is considered sensitive personal data in the terms of the Data Protection Act. This data is used only for the administration of the University's education, training and support remits, including the provision of appropriate support services and associated funding arrangements.

Access to sensitive data is confined to staff with responsibilities in these areas. The data is used also in equal opportunities monitoring, strategic planning and in the fulfilment of our statutory and other binding obligations in relation to the submissions of statistical returns to government or its agencies, notably the Scottish Funding Council and the Higher Education Statistics Agency (HESA). The processing of sensitive personal data is carried out with appropriate safeguards for the rights and freedoms of the data subjects. Further information on the collection of data by HESA can be found at the following web address: www.hesa.ac.uk

Information about student registration, attendance and progress may be passed to the Immigration and Nationality Directorate of the Home Office for purposes connected with immigration.

The University operates CCTV to monitor individual's safety and security on campus.

The University reserves the right to use a plagiarism service in the interests of improving academic standards when assessing student work.

Students are reminded that graduation ceremonies are regarded as public events. Names and schools of graduands, including those graduating in absentia, are published in the graduation programme and newspapers.

The information provided by students will be used for the purpose of participation in approved research surveys into student attitudes and progress, including, in the case of graduates, the HESA DLHE graduate destinations longitudinal survey. See the HESA website at www.hesa.ac.uk/index.php/content/view/1209/157/

All registered students are allocated an email address and a student ID card.

All students are asked to provide a cell phone number, which will be stored in the Student Information System (Banner) for the purpose of communicating campus emergencies or any disruption /change to schedules. Text messaging for Finance communications, e.g. SAAS funding applications, and student retention may be permitted.

Students and former students have the right to a copy of their personal data as currently held by the University and a right to object to data processing that causes damage and distress. For further information, please contact the University Data Protection Officer (ann.mcgeachy@uws.ac.uk) or see the University website at:

www.uws.ac.uk/schoolsdepts/foi/access_to_information.asp

Student references

The University will support students seeking employment or further study by providing academic references, if requested. A reference should be viewed as a joint responsibility since it is in the student's best interests to ensure that the referee has full information about and evidence of her/his achievements and skills and the post for which she/he is applying.

If you wish to nominate a member of the academic staff as one of your referees, it is basic courtesy to ask if she or he may be cited. The most suitable person would be your personal tutor or your supervisor. An academic will not disclose any information to a potential employer if they are not aware that a student has cited them as a referee. You should ensure also that your contact details are up-to-date in case the referee wishes clarification on any points.

References should be fair and based on verifiable facts. If you are not happy with a reference provided, contact the referee and explain the grounds for your disagreement. Legally you are entitled to see the reference provided by asking the organisation that receives it. Please note that when academics are absent from the University on business or annual leave, mail that is addressed to them, especially if marked confidential or private, will not be opened or forwarded on.

Appendix 5

Freedom of Information Act

Students have a right of access to all recorded information held by the University. The Freedom of Information (Scotland) Act 2002 establishes this right of access to all individuals. If you wish to make an enquiry, please contact, in writing or another permanent form, the appropriate department within the University or complete the FOI request form available on the University website www.uws.ac.uk/schoolsdepts/foi/documents/FOIrequestformv5_000.pdf

The University has a duty to respond to your request as soon as possible but within 20 working days. Please note there may be a fee for this service. There are situations where information is not released and you will be informed if an exemption applies, e.g. your own personal data is exempt.

In case the information required is already available, students are advised to check the University website www.uws.ac.uk and the University's publication scheme www.uws.ac.uk/schoolsdepts/foi before submitting a request for information.

Appendix 6 – Charges 2011/2012

Re-sitting examinations outwith the University:

- ▶ UK - under review*
- ▶ Overseas – under review*
- ▶ Registration on an exams-only basis – under review
- ▶ Graduation fee (including 2 guest tickets) - £40
- ▶ Additional guest ticket - £10
- ▶ Replacement award parchment - £40
- ▶ Replacement student ID card - £6

*The fee (when set) will cover University of the West of Scotland administration costs only. It is your responsibility to meet any additional costs, which the external institutions where you propose to sit your examinations may charge.

Appendix 7 – University Grading System

All student work that contributes to a module mark and grade is assessed according to the following standard marking and grading scheme. (Extract from University of West of Scotland, Regulation 7)

Grade	Numerical Range (%)	Definition	Descriptor
A	70-100	Excellent outstanding	Student work very much exceeds the threshold standard. It displays a consistently thorough, deep and/or extensive knowledge and understanding; originality and/or very high ability in analysis, evaluation, problem solving or other process skills; very high ability in professional practice skills (where relevant) including evidence of high degree of autonomy and independent judgement relative to threshold expectations.
B1	60-69	Very good	Student work is well above the threshold standard. It displays a consistently commendable very good level of knowledge and understanding; high ability in analysis, evaluation, problem solving or other process skills; high ability in professional practice skills (where relevant) including exercise of significant independent judgement relative to threshold expectations.
B2	50-59	Good highly	Student work is clearly above the threshold standard. It displays competent generally good knowledge and understanding; good ability in analysis, evaluation, problem solving or other process skills; evidences highly competent performance of professional practice skills (where relevant).
C1	40-49	Satisfactory	Student work is at the threshold standard. It displays competent generally satisfactory knowledge and understanding in most key respects; competence in analysis and most other process skills; evidences competent performance of professional practice skills (where relevant)
D	30-39	Unsatisfactory	Student work is marginally below the threshold standard. It displays some knowledge and understanding but this is incomplete or partial; limited ability in analysis and other process skills; evidences lack of or partial competence in professional practice skills (where relevant)
E	0-29	Very unsatisfactory	Student work is well below the threshold standard. It displays very limited knowledge and understanding; evidences very limited or no analytical or other process skills; very limited competence over the range of professional practice skills.

The following grades are used in exceptional circumstances where required by professional bodies:

Grade	Numerical Range (%)	Definition	Descriptor
Pass		Pass	Student has met the criteria for 'pass' as specifically defined in the module descriptor
Fail		Fail	Student has not met the criteria for 'pass' as specifically defined in the module descriptor

Campus Addresses

Ayr Campus

University Avenue
Ayr
KA8 0SX
Scotland
Tel +44 (0)1292 886000

Hamilton Campus

Almada Street
Hamilton
ML3 0JB
Scotland
Tel +44 (0)1698 283100

Dumfries Campus

Dudgeon House
Dumfries
DG1 4ZN
Scotland
Tel +44 (0)1387 702100

Paisley Campus

Paisley
PA1 2BE
Scotland
Tel +44 (0)141 848 3000

SUCCESS TAKES
KNOW HOW.
TOGETHER WE'VE GOT IT.

UWS UNIVERSITY OF THE
WEST *of* SCOTLAND

www.uws.ac.uk

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