

Student Handbook



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Welcome and Overview

We are pleased to welcome you to UHI Inverness and are delighted that you have chosen to study with us. This handbook has been designed to support you throughout your studies. It contains a wide range of information, some of which will become more relevant as you progress. You can refer to it whenever you need additional guidance or clarification.

Being a student is one of the most important, challenging and exciting times of your life. Not only will you study for your future career – you should expect to learn new skills, make new friends and gain self-confidence as well. We hope that you'll find your course both enjoyable and stimulating and wish you every success in your studies.

You can find more details about your course, and all the UHI Inverness courses, here: **Courses - UHI Inverness**. You can also explore our **Before You Start guide**, which has information for offer holders and new students. More information will be provided when you begin your studies.

Principal's Welcome



A very warm welcome to UHI Inverness and the 2026/27 academic year. We are delighted you have chosen to join our learning community. Whether you are beginning, returning to study, or developing your skills, you will find a supportive and inclusive environment here.

Our staff are committed to helping you succeed, and I encourage you to make full use of the opportunities and support available. This handbook will guide you through your studies and student life, so please take time to familiarise yourself with it.

I wish you every success and hope your time with us is both rewarding and enjoyable.

Chris

Professor Christopher O'Neil
Principal

Key Information

Key Dates

View the full [academic calendar](#) for term dates, holidays and campus closures.

August	24/08/2026 – 28/08/2026	Mon-Fri (details of your induction will be sent to you)	FE Induction
	31/08/2026 – 04/09/2026	Mon-Fri (details of your induction will be sent to you)	HE Induction
October	19/10/2026 – 23/10/2026	Mon-Fri	Academic holiday for all students
December / January	21/12/2026 – 04/01/2027 (inclusive)	Mon-Fri	Christmas break for all students
February	15/02/2027 & 16/02/2027	Mon & Tues	Academic holiday for all students
March / April	26/03/2027 – 09/04/2027	Fri-Fri	Easter break for all students
May	03/05/2027	Mon	May Day Bank Holiday closure for all students
June	22/06/2027	Tues	End of term

Student Email Communication

All students are expected to check their college email account regularly, as it is the primary method of communication for important updates, timetables, and course information.

To ensure you do not miss key announcements, we strongly recommend downloading the **UHI MyDay** app on your phone or other device and enabling notifications for your student email account.

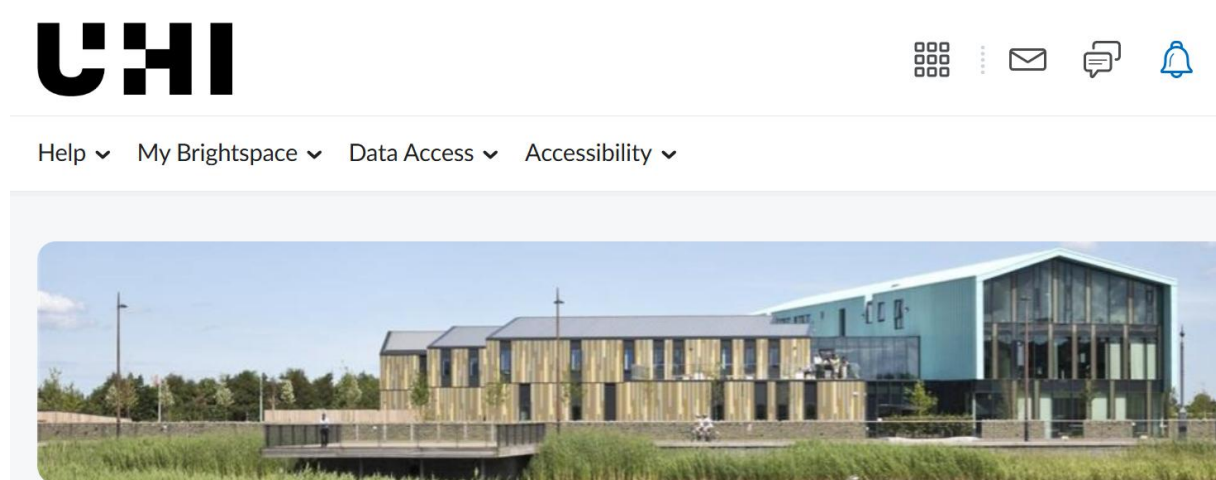
MyDay

MyDay is the UHI Inverness student portal, designed to give you easy access to the services you need during your studies, all in one place. Simply click on a service tile to access it.

Alongside essentials such as Brightspace, UHI Records and your email, you'll also find useful links to software downloads, IT help, local support, news and more.

Further information, including an instructional video, is available on the [Myday page](#).

Brightspace



Brightspace is UHI Inverness Virtual Learning Environment (VLE). Brightspace provides online support for teaching and learning and allows you to:

- Access course material
- Submit assignments
- Partake in online discussion boards
- and more...

All students will be able to access Brightspace once they have been enrolled on their units/modules.

More information about accessing and using this service is available on the [Brightspace page](#).

You will be able to update your settings to manage the notifications on Brightspace to ensure you only get key updates. Staff will be happy to help you with this if you have any questions.

Practical Information and Tips

Eating and Drinking

Food and drink are not allowed in classrooms, though bottled water is acceptable.

Getting to College

Plan and practice your route. Think about car sharing with classmates or fellow students where possible. We also have bike racks to keep your bikes safe!

Laptops

We have a limited number which can be borrowed from the Learning Resource Centre for use while on campus.

Digital Student ID Card

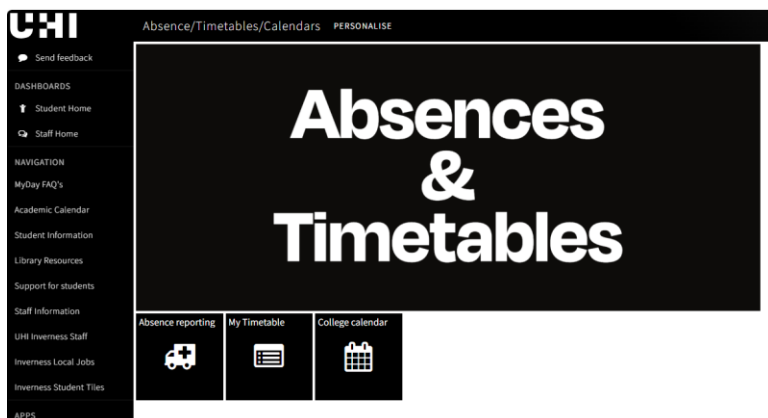
We provide all students with a digital student ID card, which is available online and can be accessed whenever you need it. Student ID cards are issued exclusively in digital format and can be viewed through the [Student Hub in UHI Records](#). Your digital student ID can be used to access a range of services and benefits, including library borrowing, laptop loans, travel discounts, and student offers.

If you are a new student and have not previously studied at UHI Inverness, you will need to upload a passport-style photograph via the Student Hub in UHI Records, following the guidance provided.

Please ensure that your photograph meets the required specifications. Images that do not meet these requirements may be rejected, which could delay the issue of your digital student ID card and access to associated services.

Your Timetable

You will be able to find your timetable via My Day, Absences & Timetables, then clicking on My Timetable. You must be enrolled to access full timetable details. You will find out more about this at your induction.



Attendance and Absence Reporting

Students are expected to attend all classes, fully engage in their studies, and aim for 100% attendance. You must report every absence (full or part day) on the day it occurs.

Absences **must be reported using the MyDay Absence Reporting tile**, (see above). Please do not call or email in your absence as staff are not able to record this correctly. Evidence may be required on your return. Absences may be authorised if they meet certain criteria. See the **Attendance and Absence** page for details.

Attendance and engagement are monitored. If concerns arise, your PDA/PAT will contact you. Failure to engage or respond to communications may affect your funding.

Student Engagement

Students are represented by Student Voice Representatives, who gather feedback from their course and share it with the University and the Highlands and Islands Students' Association (HISA). **Learn about becoming a Representative here.**

Your feedback is essential, we rely on you to share your experiences, and we greatly value your comments, suggestions and ideas.

Harassment

We have a zero tolerance of harassment. Harassment includes threatening or abusive language, behaviour or materials. If you suffer harassment of any kind, please seek help from a member of staff.

Sanitary Products

We provide accessible, free **period products** to all students who need them.

Freshers' Events

Freshers' is a programme of events and activities organised by HISA at the start of the academic year, in September. HISA also organise a Refreshers' event for students starting their course in January.

Student Discounts

For further information see **our Discounts Page**.

Social Media

We recommend following our **Facebook** and **Instagram** to stay up to date with the latest information.

Severe Weather

Any closures due to snow, ice or other severe weather will be posted on the UHI Inverness **Facebook**. Students will also receive an email to their UHI student email account.

Our Campus and Facilities

Inverness UHI Campuses

Our Campuses includes maps and information about both the Inverness Campus, Balloch Campus and the Sustainable Construction Centre, including parking, transport and opening hours.

Smoke Free Campus

We operate a No Smoking Policy to promote a healthy environment and protect staff, students and visitors from tobacco smoke. Smoking or vaping is prohibited in College buildings, near entrances and exits, in public areas, in College vehicles, and in all designated no smoking areas. Preparing smoking or vaping materials in public places is also not allowed.

This policy applies to all staff, students, contractors and visitors, and breaches may result in disciplinary action. Support and advice to help you stop smoking are available. See the **Wellbeing - Health** page for more details.

Smoking & Vaping Areas



At the Inverness Campus, smoking and vaping are only permitted in the smoking shelter at the top of car park one.

At the Balloch, this is located within the car park to the front of the building.

At the Sustainable Construction Centre smoking and vaping are only permitted in the designated area, this is currently located to the rear of the yard behind the building.



Food on Campus

We have several food outlets serving breakfast and lunch on campus, as well as a small convenience store.

Inverness Campus

Corrie (Canteen)	Monday - Friday, 08:30 – 14:30 (During academic holidays The Corrie will be closed)
Lochan (Café)	Monday - Friday, 08:00 – 15:30 (During academic holidays The Lochan will be open 08:45-15:00)
The Shop	Monday - Friday, 08.30 – 16:00 (During academic holidays shop will be closed)

Balloch Campus

The Café	Monday - Friday, 08:00 – 11:00 and 12:00 – 14:30
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Library and LRC Services

Located on the second floor of our Inverness Campus building, the Library and Learning Resource Centre (LRC) offer access to a wide range of resources to support your learning. For information, please visit our [Library Guide](#).

At weekends, students have access to the library at [UHI House](#), which is located nearby.

Social Areas

Take a break from your studies and relax in one of our social spaces, located in the second-floor atrium or at the end of the LRC (next to the Corrie).

You're welcome to enjoy food and drink in these areas—just please help keep them clean by putting any rubbish in the bins provided.

Sports Facilities & Clubs

You can find out about clubs via the HISA **Sports Clubs page**. UHI Inverness also has an Active Campus Coordinator who can be contacted for further information.

Our on-site fitness suite/gym features modern equipment including treadmills and 'smart' fitness equipment with interactive consoles that connect with personal devices. The fitness suite/gym is open for staff and student use at advertised times (for times see MyDay and the fitness suite/gym door).

There is no membership cost, however, there is a small fee for induction and annual health and safety refreshers. Contact **fitness.suite@uhi.ac.uk** for information.

Lifts

There are six lifts at our Inverness Campus to serve all three levels of the building, offering accessible access for students and staff.

Parking

There are over 500 parking spaces at the Inverness Campus, distributed across three car parks: Jura, Copper, and Granite. Each car park provides 29 spaces designated for blue badge holders.

At the Balloch Campus, there are 50 parking spaces in total, including 3 designated blue badge holder spaces.

Adequate parking is also available at the Sustainable Construction Centre, with both front and rear car parks provided.

Additionally, sheltered bike racks are available at both the Inverness Campus and the Balloch Campus.

Open to the Public

- **Sheiling Restaurant** - visit our Sheiling Restaurant, where our Professional Cookery students prepare, cook and serve high-quality affordable cuisine. Members of the public can book a table, see website for details.
- **Lochan Café and Corrie Restaurant** – enjoy a cup of coffee, snack or meal in our Lochan Café situated on the ground floor or the larger Corrie dining area on the second floor.
- **Bréagha Hair and Beauty Training Salons** – our state-of-the-art training facility provides opportunities for our students to learn and develop hairdressing or beauty therapy skills in line with industry standards. Members of the public can make an appointment to receive a treatment from our students under the supervision of experienced staff.

For further details see **Open to the Public.**

Student Services and Support

Personal Support Whilst Learning

We understand that personal difficulties or life events can sometimes make studying more challenging. Our aim is to provide the care, support and guidance needed to help you successfully complete your studies.

If you are studying at FE level, you will be assigned a Personal Development Advisor (PDA), who should be your first point of contact for any support needs, queries or concerns.

PDAs provide advice and guidance to support your personal development while you study. They work with the wider Student Support Services to ensure you have access to the information, support and guidance needed to help you succeed. A list of PDAs and their contact information is available on our [Student Support page](#).

You will have scheduled sessions with your PDA throughout the year. It is important to attend these, as they are designed to support your wellbeing and help you study effectively.

If you are studying at HE level, will be allocated a Personal Academic Tutor (PAT) who will be your first point of contact for any academic matters and will be able to help you access support services.

They have an overview of your attendance, progress and attainment of assessments, and your final award. You will meet with them as required during the academic year to discuss your progress and plan for future developments. They may contact you if there are any concerns about your progress on your course. If you have any queries about your course, personal, or support matters which are affecting your studies, you should contact your PAT as soon as possible. They will discuss your concerns and, where necessary, refer you on to the appropriate person or specialist guidance.

The Bothy

The Bothy is a quiet and welcoming space on campus where students can work independently or sit quietly in between lectures. The Bothy is staffed by The Bothy Support Assistant who can provide 1-1 sessions on study skills such as academic writing, managing time, referencing, notetaking and revision for assessments.

The Bothy runs free workshops and drop-in sessions throughout the year. Please visit **The Bothy** for further details.

The Bothy on Brightspace provides online information and resources to support students during their studies. Topics include wellbeing, study skills, funding and finance, learning support and digital skills.

For queries or to book an appointment email thebothy.ic@uhi.ac.uk.

Additional Support Needs

Here at UHI Inverness, we want all students to achieve their full potential, and we aim to be as inclusive as possible. Some students will benefit from individual arrangements and extra support. This is organised by the Education Support Advisers in our Learning Support Team.

Our advisers can provide on-going support, plus equipment and training in the use of assistive technologies. You may also be entitled to alternative arrangements for assessments and exams. For more information visit the **Additional Support Needs page**.

Wellbeing

The Wellbeing Team are here to support student wellbeing and mental health while studying. We offer specialist wellbeing support online, in person or via telephone for any student experiencing significant or enduring difficulties. We know that every student has individual needs, so we offer a flexible programme. For more information on the services we provide please visit **Wellbeing Services**.

ICT Helpdesk

Our ICT Helpdesk can be found within the Learning Resource Centre and is open from 08:30 to 14:00 every weekday. If you require support outside these hours, you can log a ticket via the **Self-Service Portal** or **start a live chat** with the ServiceDesk.

Digital Skills

If you would benefit from personalised help to further develop your IT confidence, UHI Inverness have a Learning Technologist who provides free digital skills coaching and assistive technology training to enrolled students. Support can be as simple as attending once for some quick advice, or you can book a series of 1-1 coaching appointments using the **Digital Skills Support Booking Calendar**.

Online resources for self-directed learning are also provided within the Digital Skills Support module in The Bothy on Brightspace.

HISA

The **Highlands and Islands Student Association** (HISA) is run by students, for students. The HISA Inverness office is located on the second floor, Room 214, and is accessible to all students. The role of the HISA officers is to listen to your views, ideas and concerns and ensure they are heard by UHI Inverness Management.

The Sanctuary

The Sanctuary is a welcoming and inclusive space for reflection, conversation and pastoral support. It is based in Room 229 on the second floor, close to the breakout space outside the Lecture Theatre.

Safeguarding

UHI is committed to providing a safe and supportive learning environment for all. We will ensure we do all we can to protect individuals from harm, abuse, neglect or exploitation. Students can report concerns to any staff member, and specifically to designated staff. A list of safeguarding contacts is available on our **Safeguarding page**.

Support for Estranged Students, Students with Caring Responsibilities and Forces Families

We recognise that students come from diverse backgrounds and may face challenges balancing study and personal circumstances. Starting somewhere new can be exciting but also difficult, and we are committed to ensuring all students feel supported and at ease.

Our **Access and Transition Coordinators** provide targeted support for students facing additional barriers, including care experience, caring responsibilities, estrangement, early school leaving or military connections, as well as anyone needing extra help settling into college life. We take a person-centred approach, helping you find the right learning pathway through qualifications, job-ready skills, guidance and tailored support.

We are proud to be Scotland's first tertiary institution to receive the Going Higher and Going Further award for supporting unpaid carers. We also uphold The Promise, ensuring care experienced students feel safe, valued and respected, and align with the Armed Forces Covenant.

Expectations of Students

Student Code of Conduct

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

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

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

Reporting Misconduct

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

Coursework and Assessment

Submission of your Coursework

Staff will advise how to submit coursework, either to your lecturer or via Brightspace. All coursework has a set deadline, which must be met to ensure fairness and timely marking.

Assessment of your Work

Assessment methods vary by unit. Most courses at UHI Inverness use continuous assessment, with work marked as you progress rather than at the end. This is carried out by your lecturer, who will provide feedback verbally and/or in writing to highlight strengths and areas for improvement.

Some courses are assessed through externally set and marked examinations or projects. In these cases, the examining body will inform you of the outcome directly, and lecturers cannot confirm results until they receive official notification. If you are unsure, ask your lecturer about your course's assessment procedures.

Re-Assessment of Failed Work

If you do not pass an internally assessed piece of work, you will normally be given the opportunity to remediate it. This may involve resubmitting part or all of the assessment, depending on unit requirements. Typically, one re-assessment is allowed (occasionally two in exceptional circumstances). Your lecturer can provide specific guidance for your course.

Mitigating Circumstances

Mitigating Circumstances are defined as unforeseen and unpreventable circumstances outside your control, which have meant that you will miss an assessment or not meet an assessment deadline. You can request that these circumstances are taken into consideration by UHI Inverness.

Examples of mitigating circumstances are shown below:

- illness or serious accident at the time of an assessment or in the period leading up to formal assessment
- serious illness or death of a family member
- severe unforeseen personal or psychological problems

If this happens, you should notify your PDA/PAT as soon as possible and make immediate arrangements for medical certificates or other letters of support to be submitted. You may be granted an extension to if there are valid mitigating

circumstances affecting your ability to meet a deadline. Submitting a request does not automatically guarantee that it will be accepted.

Further information can be found in our Mitigating Circumstances [About us - Publications](#)

Malpractice

Malpractice is when an assessment is not sat in accordance with the requirements of the Awarding Body. Some examples are:

- Copying from a classmate
- Using AI in an inappropriate way
- Plagiarism
- Lecturers not storing assessment materials securely
- Conditions of assessment not being followed, e.g. using a calculator when not allowed

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

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

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

IT and Digital Infrastructure

You'll be using lots of different digital tools and systems as a student with us, regardless of your chosen course of study. Our **Tech Ready IT Guide** explains our IT systems and the actions you should take to become 'Tech Ready' prior to starting your course.

Staff and students should be aware of that when working from a UHI connected site or connecting to a UHI system that you must comply with our ICT Policies. Acceptable use information can be found on the **ICT Policies page**.

Student Hub in UHI Records

Your **Student Hub account in UHI Records** is your online record of your studies and a key way we communicate with you. Through it, you can:

- View and print results
- View current modules
- Update your contact details
- Apply and access your funding application and award letter
- Enrol and select your modules (at certain points in the year)
- Complete module/unit surveys
- Access Council Tax forms (if appropriate)
- Submitting mitigating circumstances form

Please note that your login details will change once you become a student. As an applicant, you log in using your personal email and password. Once enrolled, you will receive your student login details.

It is important to keep your contact information up to date so we can communicate with you.

Guidance Statement on the Use of Generative Artificial Intelligence Tools

Using AI during your course

Artificial Intelligence (AI), including tools such as Microsoft Copilot, can support your learning when used appropriately. On some courses, you may be allowed, or asked, to use AI. This may be because it links to your subject, workplace skills, future employment, or the software you are learning.

At UHI Inverness, you must only use AI tools from the approved student list. You can only use them when your lecturer and the awarding body allow it. Rules may vary between courses and assessments.

If your lecturer has not clearly stated that AI can be used, you should assume it is **not allowed**. Always ask first if you are unsure.

To support you in using GenAI responsibly, UHI Inverness provides an online module called the **AI Student Toolkit**. It is available in *The Bothy* on Brightspace (our Virtual Learning Environment).

The toolkit covers:

- AI basics
- Academic honesty
- Approved use
- Privacy and data protection
- Bias and fairness
- Environmental and ethical issues
- How to check AI responses

UHI Inverness also supports staff with training, guidance, and a clear AI policy. This helps ensure AI is used safely, ethically, and appropriately in learning, teaching, and assessment.

You can find more information in the **UHI Generative AI Policy**.

Policies and Procedures

A full list of UHI Inverness policies and procedures can be found on our **Publications page**. These include our:

- **Student Carers Policy**
- **Student Disciplinary Procedure**
- **Student Conduct Policy**
- **Safeguarding Procedure**

Academic Appeals Process

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

Full details of the procedure to follow can be found in our **Further Education Academic Appeals Policy**. You should contact your PDA for advice and guidance as a first step.

Higher Education Assessment Appeals Procedure. You should contact your PAT for advice and guidance.

Complaints

We take complaints very seriously and aim to resolve them as quickly as possible. We ensure that we learn from complaints and that they are used to help us improve our services and the quality of your experience.

You can complain in person, by phone, in writing, by email, or via our complaints form. For more information, see our **Complaints Handling page**.

Equal Access to Assessment

UHI Inverness is committed to equality of opportunity and non-discrimination in all aspects of its work and study. For example, all assessments will be conducted fairly and objectively with equality of treatment for students.

We are committed to continuing our work with staff, students and partners to create a more inclusive environment which embodies our values of collaboration, openness, respect and excellence and where everyone feels a sense of belonging. Further information can be found in our **Equality, Diversity and Inclusivity Policy**.

Data Protection

UHI Inverness is committed to ensuring that the processing of personal data is only undertaken in the legitimate operation of the College's business. The College collects and uses information (data) about its staff, students and other individuals and bodies that it has contact with and aims to follow the 6 principles outlined within the UK Data Protection Act 2018 and EU General Data Protection Regulation. We will not sell your data to any 3rd party for marketing purposes. To learn more, visit our **Data Protection Page**.

Useful Contacts

For all enquiries contact info.ic@uhi.ac.uk or telephone 01463 273000 Money matters Council Tax welfare support team: 0800 090 1004 or visit Council tax The Highland Council Where to get help - Money advice and support - Highland Council Money Advice Scotland: www.moneyadvicescotland.org.uk Money Helper: www.moneyhelper.org.uk/en Citizens Advice Bureau: Contact us Citizens Advice Scotland Mental Health Wellbeing and mental health support Student support services - Wellbeing Spectrum Life (Student Assistance Programme offering help and support in managing personal/study issues you may be facing): UK: 0800 031 8227 WhatsApp/ SMS: 00353 87 369 0010 Student support services - Holiday Toolkit (Out of Hours) Samaritans: Freecall 116 123 or Email jo@samaritans.org Breathing space: Freecall 0800 83 85 87 Mikeysline: Local, non-judgmental and confidential peer support. Textline only 07786 207755 James Support Group 24-hour helpline: 07563 572471 Email: support@jamesupportgroup.com NHS Mental Health Crisis Team 01463 704 000 Where to get urgent help for mental health - NHS	Foodbanks Highland Foodbank – The Trussell Trust Ending hunger together Trussell Health Raigmore Hospital 01463 704000 NHS Out of Hours Service 111 Police Scotland Non-emergency phone contact – 101. Call 999 if you or someone else is in immediate danger, or if the crime is in progress. Housing Highland Homeless Trust: 01463 718693 Gateway – Highland Homeless Trust Housing – Highland Council Gender based and sexual violence Support to keep you safe - Gender Based and Sexual Violence Community Links High Life Highland – Leisure facilities, sports, swimming and community groups. www.highlifehighland.com Hi Bike Inverness – Electric bike hire at various points around Inverness. hi-bike.co.uk Highland Liftshare – Car sharing service in the Inverness area. liftshare.com Community Directory – List of community groups in the local area. www.highlandtsi.org.uk/community-directory Think Health Think Nature – List of outdoor organisations, campaigns and spaces in Inverness. www.thinkhealththinknature.scot/inverness/
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