UHI | INVERNESS

Welcome Guide for <u>Applicants</u>

Nice to meet you

Congratulations on gaining your place at UHI Inverness.

We hope you are excited to start your course soon! In this guide you will find useful information to help prepare you for your time here at UHI Inverness and ensure you have everything you need to start your course.

Do you have any questions or concerns before starting with us? We are more than happy to talk to you about any concerns you may have - call our friendly team on 01463 273000

If there is anything you would like to know before your course starts that is not included in this guide, please get in touch with our friendly staff, who will be happy to assist.

Telephone: 01463 273000

Email: student.support.ic@uhi.ac.uk

Follow us

We are constantly updating our social media with all the important news and posts about the fantastic work our staff and students are doing. Please follow each of our pages to ensure you do not miss out.

🌐 inverness.uhi.ac.uk

♪ @uhi_inverness

f @UHIinverness

𝕏 @UHI_Inverness

📷 @uhiinverness

▶ UHI Inverness

Before you arrive

You will find useful information for offer holders and new students on the website.

www.inverness.uhi.ac.uk/welcome

Visit the page to find out more about: -

+ Accepting your place
+ Enrolling online
+ Applying for funding
+ Notifying us about additional support needs
+ Accessing your timetable
+ Checking induction details and start dates
+ Accessing course handbooks (for courses at SCQF 1 to 6 levels only)
+ Booking accommodation
+ Finding childcare

Accept your place

Once you receive a conditional or unconditional offer, it is important you accept your place. You can do this either by text or email.

In order to accept or decline your offer **by e-mail**, please reply to **text.ic@uhi.ac.uk**

+ Please include your name, applicant number, course code and the words 'accept' or 'decline.'

In order to accept or decline your offer **by text**, please reply to **07860 097407**.

+ Please reply OFFER followed by a space (this is essential) then your name, applicant number, course code and the words 'accept' or 'decline.'

Once you have enrolled, you will be given an email and password to access your Student Hub account in UHI Records. **www.studentjourney.uhi.ac.uk**
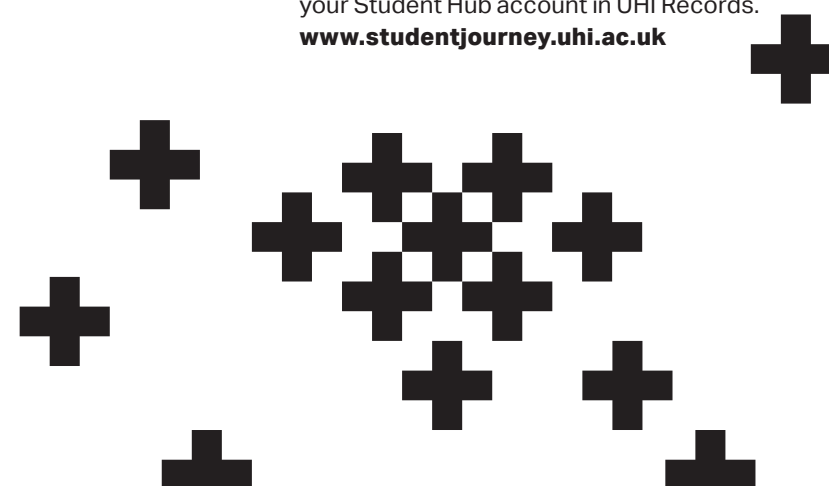
Set up multi-factor authentication

Before accessing any of our IT systems, you must set up Multi-factor authentication to protect the security of your account. Visit the webpage to find out how to set up multi-factor authentication in a few easy steps. **www.uhi.ac.uk/authentication**

If you experience any IT issues logging into your student account, please visit LIS - UHI (www.uhi.ac.uk/ en/lis) to access live chat support, or Login (unidesk.ac.uk) to "log a call" (report your issue) via UniDesk, or **email servicedesk@uhi.ac.uk**

We have created a webpage to help you get tech ready and set up your devices before you begin your studies

www.inverness.uhi.ac.uk/tech-ready We will guide you through MyDay, the student portal, and Brightspace, the virtual learning environment.

You are now ready to access your student account

Your student account provides you with an overview of the electronic records we hold on you and your studies. We also use it to communicate with you about your studies, including your results. You also use the Student Hub to enrol on your course and select your units/modules (HNC/HND/ Degree programmes only).

Online enrolment for the academic year usually opens in July.

Let us know if you have any additional support needs or accessibility requirements

If you have a learning difficulty, disability, or a significant health or mental health issue, we encourage you to book a meeting with our education support advisers to discuss your support options ahead of starting your studies. Find out more by visiting our web pages and book an appointment by emailing **additionalsupport.ic@uhi.ac.uk.**

Are you care experienced? Are you an unpaid carer for someone with a disability, mental or physical health challenge or addiction, or are you estranged from your family? Perhaps you need a little extra time and support settling into a new environment?

We recognise that starting a new course can be an exciting opportunity, but it can also feel overwhelming for some.

We are here to help and guide you every step of the way with the support that's right for you. Please contact our **Transition Coordinator, 07385433438 or by email: transition.ic@uhi.ac.uk**

We can arrange visits and tours of the building prior to your start, help you apply for funding, organise accommodation or connect you with other support services and so much more.

Whatever your query or concern, we can help you settle into student life and get the most out of your experience at UHI Inverness.

Set up your technology

Details about discounted laptops **www.uhi.ac.uk/laptops**

Full details on how to set up wifi and troubleshooting can be found at **www.uhi.ac.uk/en/lis/service-catalogue/wifi/**

Visit this page www.uhi.ac.uk/en/lis/ LIS - Technologies at UHI where you will find everything you need to know about:

+ Brightspace
+ Wifi set up
+ Email
+ MyDay
+ Turnitin
+ UHI Records
+ UniDesk

As a UHI Inverness student, you will receive 1T of cloud storage for saving your documents. Visit **www.uhi.ac.uk/en/lis/service-catalogue/faqs/** to set up OneDrive and find out more about the service.

Book accommodation

Purpose-built accommodation is situated on Inverness Campus with local amenities close by. There is also frequent public transport links to the city centre. Bookings open in April. Find out more about the student residences by visiting **www.uhi.ac.uk/accommodation01**

To apply, visit **www.uhi.ac.uk/accommodation02**

We can also provide information on local independent accommodation providers. **Email student.support.ic@uhi.ac.uk or phone 01463 273208**

If you are a full-time student living in private accommodation, you can print off a **Council Tax exemption** letter in week one of your course, and after you have enrolled, from the Student Hub. **www.studentjourney.uhi.ac.uk**
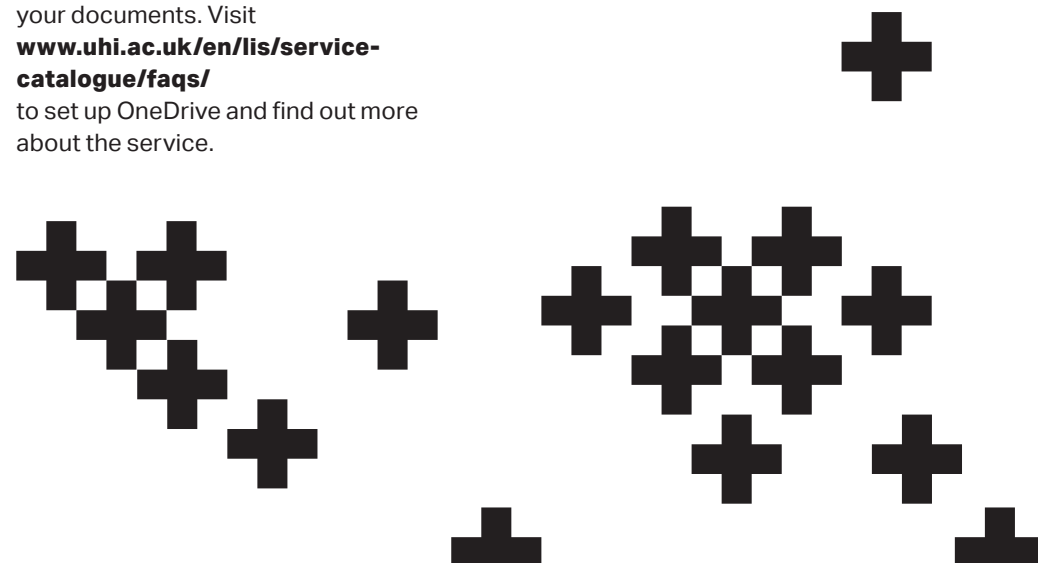
Apply for a bus pass

Anyone under the age of 22 will need to apply for a National Entitlement Card (NEC) or Young Scot National Entitlement Card (Young Scot NEC) if they have not already got one, in order to access free bus travel. Apply online at getyournec.scot. If you cannot apply online, you can apply in person at your local council office. Please allow up to ten working days from the date your application was approved for your card to arrive.

Apply for funding

If you are studying a further education course, (SCQF levels 1 to 6), we will send you information on how to apply for student funding once you have an unconditional offer and have firmly accepted your place. **Funding applications open in July** and must be made online, each year, and requires all documentary evidence requested to be provided before your application can be assessed.

Higher education students (SCQF 7 to 10) should apply for SAAS funding. SAAS funding **opens in April** and you must apply every year for your funding. SAAS aims to have your funding in place at the start of your programme, for all correctly completed applications received before 30th June.

Please contact funding.ic@uhi.ac.uk or visit our website for further help and information.

Call SAAS on 0300 555 0505

Extra support may be available from the following funds administered by UHI Inverness. Applications are considered on a case by case basis and are dependent on your circumstances: -

+ Childcare Fund
+ Discretionary Hardship Fund

The Student Support Team can advise and support you with your application. **Call 01463 273208 or email student. support.ic@uhi.ac.uk** to make an appointment to speak to someone from our Student Support Team.
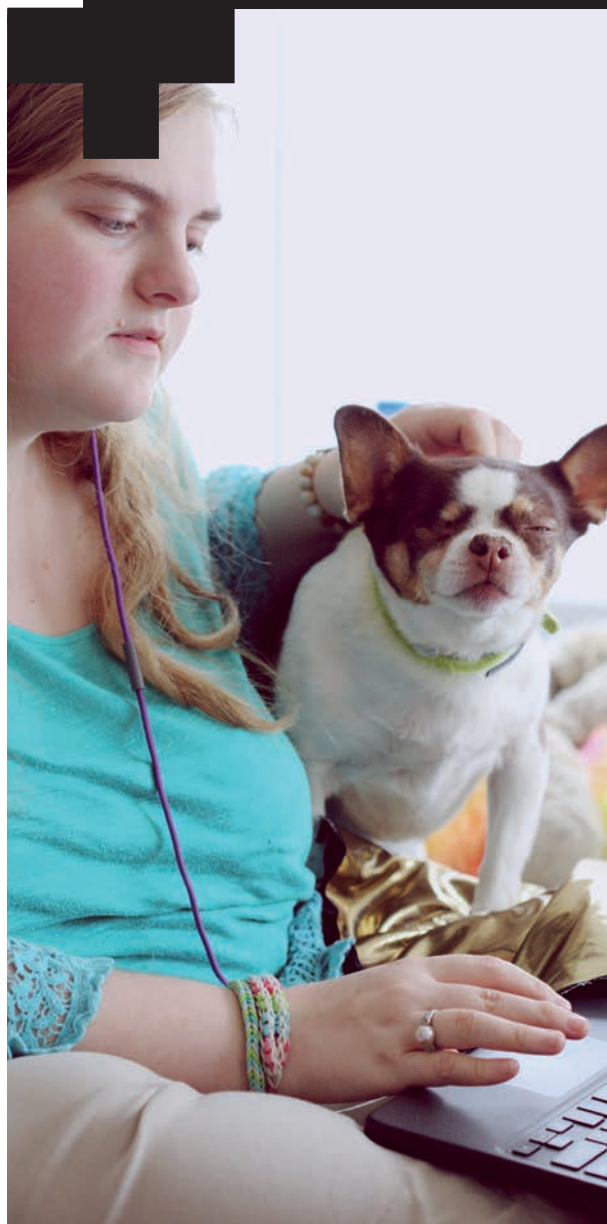
Enrol online

Online enrolment **opens in July** each year. Log into your Student account **www.studentjourney.uhi.ac.uk**

Select the course option and go into your To Do List.

Once you are enrolled you will have access to IT systems, facilities and resources.

For all higher education students, we will inform SAAS once you have enrolled and had your attendance confirmed. SAAS will then release funds into your designated bank account.

For degree level students, select your units/ modules for the following academic year. Some HNC/D students must also use their student account to select units/modules each year.

After enrolment, we will send all communication to your student email address, so it is important that you regularly check your student mailbox.

Access our student portal, MyDay

Once you have enrolled you will be able to access our student portal, MyDay.

This portal provides students with access to a range of services, including:-

+ My Timetable - for guidance on the publication of timetables and how to access your timetable, visit **www.inverness.uhi.ac.uk/welcome**
+ Brightspace
+ Library services
+ Student Hub
+ Student Emails

Brush up on some skills

Assignments

+ General advice on academic writing.
+ How to structure and write essays.
+ How to structure and write reports.

Visit our induction portal to find out more

induction.uhi.ac.uk

Preparing for written assignments.
**BBC Learning English Course
www.bbc.in/3M0uTj1**

Checking and Editing Work

Learn touch typing for free.
www.typingclub.com

A free tutorial to help with your grammar.
edu.gcfglobal.org/en/grammar/

The tools of writing – useful tips to
improve your grammar and punctuation.
Visit our induction portal to find out more
induction.uhi.ac.uk

Free grammar checker. Grammarly:
www.grammarly.com

Referencing and Avoiding Plagiarism

Approved referencing standards
for higher education students.
www.bit.ly/3Q9ypL5

Learn how to use sources correctly.
**BBC Learning English Course
www.bbc.in/3IWWTt8**

How to install UHI Harvard style in
Microsoft Word. Watch 'Install UHI
Harvard in Word' | Microsoft Stream
www.bit.ly/3mr2xnE

An overview of the UHI Harvard
referencing system and Refworks
management software.
libguides.uhi.ac.uk/referencing

Thinking Critically

How to think critically.
BBC Learning English Course

www.bbc.in/3NFc71K

Reading and Researching

How to read research critically.
**How to read research critically
www.cardiff.ac.uk**

Practical tips to help with academic
reading.
**BBC Learning English Course
www.bbc.in/3a5Zle6**

Learn techniques for reading effectively.
Visit our induction portal to find out more
induction.uhi.ac.uk

Finding and using learning resources
that are available to you across UHI.
Visit our induction portal to find out more
induction.uhi.ac.uk

Note-Taking

Effective note-taking.
**BBC Learning English Course
www.bbc.in/3LZpWGY**

Learn how to take notes.
**www.induction.uhi.ac.uk/Effective-
Learner/note_taking/index.html**

How to create a mind map.
**Search 'How To Make The PERFECT
Mind Map Jess Louise' on YouTube**

Taking notes using the Cornell method.
**Search 'How to study efficiently:
The Cornell Notes Method 'on YouTube**

Time Management

Helpful tips on how to manage your time.
**Search 'A Short Guide to Managing
Your Time Oxford' on YouTube**

Pomodoro Technique Explained
**Search 'Pomodoro Technique
Explained Megan Minns' on Youtube**

**Search 'Make a good study plan -
University of Groningen ' on YouTube**

**BBC Learning English Course
www.bbc.in/3PJuN2h**

Visit our induction portal to find out more
induction.uhi.ac.uk

Top Tips for Successful Studying

**BBC Learning English Course
www.bbc.in/3t5alPA**

Maths

If you need to refresh your knowledge of
basic maths and statistics, you can visit
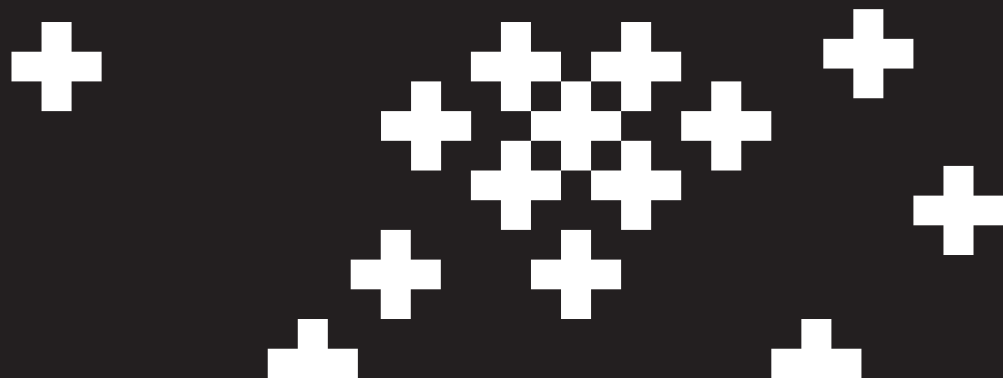here for a useful resource.

Maths and Statistics:
Visit our induction portal to find out more
**induction.uhi.ac.uk
www.mathsonline.org
www.mathsroom.co.uk
www.maths180.com**

Your first few weeks

For help setting up **printing capability** on your device visit
www.uhi.ac.uk/en/lis/printing/

Browse **library services** available to you as part of your studies.
libguides.uhi.ac.uk/UHIInverness
You will also receive a library induction as part of your induction activities.

Check your reading list and order books and online resources that are recommended in your study guide and course handbook.

Undergraduate and post-graduate students can check their **module reading** lists at **uhi.rl.talis.com/index.html**

Enrolled students experiencing financial hardship can apply to our Student Book Fund to receive free printed books on the required reading list. Apply here: www.uhi-uk.libwizard.com/f/InvernessBookFund

Join your induction

You will receive a communication in July with induction details. At this point, look over all the information we send you, take note of your induction dates and what your induction will include. Read through your FE course handbook and reading list and any other preparatory material we have provided. Induction sessions usually include:

+ A welcome by your lecturing team and further information about your course including your course handbook and timetable.

+ An introduction to your Personal Development Advisor (PDA) or Personal Academic Tutor (PAT), depending on your level of study. Your PDA/PAT can signpost students to all support services during induction period and throughout the year, including funding, health, wellbeing, careers, study guidance and additional support for learning.

+ You will also receive an introduction to The Bothy, our one-stop shop for all the wider student support services which are there to help you during your time with us.

+ An introduction to our ICT systems, learning platforms, campus buildings and facilities including our Library and Learning Resource Centre.

+ An introduction to our students' association - HISA.

Make the most of Freshers' Fayre

Freshers' Fayre normally takes place mid-September and is a great opportunity to meet new friends and learn more about clubs and societies on campus. HISA Inverness partners with local businesses to deliver activities that will help you meet new people, try out new things and to generally get to know the campus and the area a bit more.

Freshers is a great opportunity to sign up for clubs and societies, take part in activities and meet your local HISA representatives.

HISA is run by students, for students, and we exist to make sure YOUR student experience is the best it can be! We're always open to hearing your ideas, so please send any suggestions to: **hisa@uhi.ac.uk**. HISA will be holding several Freshers' events throughout September. Keep an eye on the HISA Inverness Facebook page and MyDay for more details.
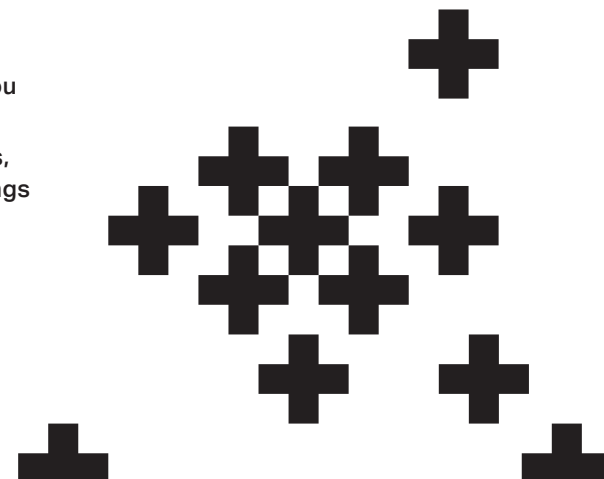
Here are just a few benefits of studying with us...

Student Voice

You'll have the opportunity to represent your course as a Student Voice Representative. As a Student Voice Rep you will gather information, feedback and concerns from your classmates and present them to HISA Inverness and management at Student Voice Representative meetings and Course Committee Meetings (CCM). For more info, ask your lecturer, PAT or PDA, or visit **www.hisa.uhi.ac.uk/student-voice-reps**

Free Software

As a student, you'll have free access to Microsoft Office 365. You should also set up OneDrive for Students, which gives you 1TB of cloud storage for saving your documents

Support

Our Student Support Team are here to help you with your personal well-being throughout your time with us. Visit the student support centre or email student.support.ic@uhi.ac.uk to book an appointment.

Throughout your studies you will either have a Personal Development Advisor (PDA) or Personal Academic Tutor (PAT), depending on the SCQF level of your course.

PDAs support Further Education students (SCQF level 1 to 6) and PATs support Higher Education students (SCQF level 7 to 12).

Your PDA or PAT is the first point of contact for any concerns or queries you may have. They will work with the wider Student Support Team to ensure you have access to the information, support and guidance you need in order to help you succeed in your studies.

Our Student Support Team will also be able to help you prepare for your future career. Whether you know what you want to do or not, they will support you to develop a plan so you can progress into your dream job! You can book an appointment by emailing student.support.ic@uhi.ac.uk. We run a number of workshops over the year to help prepare you for your future career which include helping write a CV and interview preparation. Over the year you will have the opportunity to meet a range of employers through your course and events.

Student Discounts

Use your UHI Inverness email address to access discounts from major providers such as UNiDAYS, Student Beans, Totum, and online retailers' student sections. Our campuses are also served by Stagecoach, which offers a student discount.

Typical Academic Calendar

August/September
Further Education student induction
1 week later - Higher National qualifications, undergraduate and post-graduate degree student induction

October
Holiday - 1 week. The main and Balloch Campuses will remain open during this time.

December
Degree exams and marking starts for 3 weeks
Holiday - All campuses will be closed for the 2-week holiday

January
Reading week - 1 week at the end of January where there are no classes or lectures for students to concentrate on reading and research.

February
Academic holiday - 2 days. The main and Balloch Campuses will remain open during this time.

April
Holiday - 2 weeks holiday. Both campuses will close for 4 days including Good Friday and Easter Monday.
SAAS funding opens.
Apply online

May
Degree & SQA exams and marking starts for 1 month
Holiday - May Day Holiday. Both campuses closed.

June
Last teaching day is in the last week of June.

July
Online enrolment opens.
Induction details will be sent to students.

www.inverness.uhi.ac.uk/about-us/publications for the current academic calendar

Opening Hours
The building will be open as follows during term time: -

Monday	08:00hrs to 17:30hrs
Tuesday	08:00hrs to 21:00hrs
Wednesday	08:00hrs to 21:00hrs
Thursday	08:00hrs to 17:30hrs
Friday	08:00hrs to 17:00hrs

The college is closed on Saturday and Sunday.

The reception and student support centre are open 08:30 to 16:30 Monday to Friday.

Please visit **www.inverness.uhi.ac.uk/study/our-campus/** for full and up-to-date opening hours of reception, student support centre, library, learning resource centre, The Bothy, cash office, cafes and shop.

Directory to UHI Inverness Services and Support

A

Absence Reporting

Further Education students should report an absence by signing into MyDay and clicking on the Absence Reporting tile. You must make contact on every day you are absent.

Good attendance is important and helps you achieve.

Academic Calendar

The academic calendar lists key dates in the academic year, including semesters, teaching blocks, holidays and examinations. **www.inverness.uhi.ac.uk/about-us/publications/**

Accessibility

Our campuses are accessible to people with mobility difficulties. We can also organise adaptations and support for students, such as BSL-English Interpreters or Personal Emergency Evacuation Plans. Tell us about your access needs by emailing additionalsupport.ic@uhi.ac.uk

Accommodation

We have purpose-built student accommodation on Inverness Campus, offering 300 en-suite bedrooms with shared kitchen and living areas. Visit our webpages for more information **www.uhi.ac.uk/accommodation01**

Additional Support Needs

We offer a friendly, professional and inclusive Learning Support service. Please talk to us about how we could support you to get the most out of your time with us. Get in touch by emailing additionalsupport.ic@uhi.ac.uk, or by calling into The Bothy, room G36 behind Reception.

Appeals

This will be explained during your course induction and your PDA or PAT will provide further details. Further information on academic appeals for FE students can be found in the course handbook.

www.uhi.ac.uk/appeals

Section 18 of the academic standards and quality regulations, contains details of the HE assessment appeals procedure.

Applications

If you have a question about your current application, contact Admissions on admissions.ic@uhi.ac.uk or 01463 273480

Assessments/Assignments

Your course tutor will give you an assessment schedule when you begin your course. Speak to your lecturer in the first instance to gain help preparing for your assessment and look on Brightspace for help with meeting your assessment brief.

Pop into The Bothy, room G36, to pick up useful resources to help you, such as report writing guides and referencing guides. You can also book onto a workshop or a 1-1 session with a support adviser to improve your skills, see **www.inverness.uhi.ac.uk/the-bothy**

If you have additional support needs which include a requirement for alternative assessment arrangements (e.g. reader, IT, additional time etc.), or assignment extensions, you should discuss this with the Learning Support team as soon as possible to ensure a Personal Learning Support Plan (PLSP) is in place for you.

Please e-mail additionalsupport.ic@uhi.ac.uk, drop into The Bothy, or ask your PDA/PAT for a referral.

Assistive Technology

We have a range of software that makes learning more accessible; please visit the UHI website here for full information **www.uhi.ac.uk/accessible** or contact the Learning Support team at additionalsupport.ic@uhi.ac.uk to receive bespoke advice, equipment and training.

B

Bicycles

There are over 100 covered spaces for bicycles at Inverness campus and 10 at Scottish School of Forestry. Inverness Campus has a cycle track around its perimeter.

The Bothy

Located behind the Student Support Centre on the ground floor, The Bothy is a quiet and welcoming space to drop-in to when you need some help with your studies. Students are also welcome to work independently or take a quiet break here. We run a series of workshops and drop-in sessions in The Bothy, covering mental wellbeing, assistive technology and learning hacks, English language skills, and more. It is also the meeting venue for our Neurodiverse Group and other student study groups.

Check out our current schedule in The Bothy's Brightspace calendar here: **www.inverness.uhi.ac.uk/the-bothy**

Brightspace

Brightspace is the virtual learning environment used at UHI.

It allows us to provide teaching online and to post supplementary material for your course.

Not all courses are on Brightspace. Your lecturer will inform you if your materials are posted on Brightspace and how to access and use the technology.

For a quick-start guide to Brightspace, visit **induction.uhi.ac.uk**

Buses

Anyone under the age of 22 will need a National Entitlement Card (NEC) or Young Scot National Entitlement Card (Young Scot NEC) to access free bus travel. Apply online at getyournec.scot or apply in person at your local council office.

Canteen

Our Lochan café (downstairs) and larger Corrie restaurant (upstairs) are open to the public.
Opening times:
Corrie   0830 – 1430 Monday – Friday
Lochan   0800 – 1500 Monday – Friday

Careers

The Student Support Team can help you with careers and employability information, resources and guidance on next steps, whether it is continuing on in education or moving into the world of work. Pop into the Student Support Centre or email student.support.ic@uhi. ac.uk

Care Experienced

UHI Inverness is a proud corporate parent. This means we are 'here to help' care experienced young people. Our Transitions Officer is here to help provide tailored support to care experienced young people to help them succeed.

Email: transition.ic@uhi.ac.uk

Visit: **www.inverness.uhi.ac.uk/care**

Caring Responsibilities

The Carers Trust Scotland define a carer as **'anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support.'**

If you have any of these additional responsibilities, we can provide you will help and support.

Email: transition.ic@uhi.ac.uk

Visit: **www.inverness.uhi.ac.uk/carers**

Cash

the Finance Team can help with payments and are located in the Cash Office next to room 101. Just ring the bell. They are also open Monday to Friday.

Clearing

Universities receive a lot of applications, and they cannot accept them all. That is where clearing comes in useful.

You can apply through UCAS clearing to see which universities still have spaces on their courses. This can be a great option for students who did not get the grades they needed for a conditional offer.

Childcare

The Care and Learning Alliance **www.careandlearningalliance. co.uk** operate an early learning childcare service from our site at Inverness Campus.

For more information, visit: **www.careandlearningalliance.co.uk/ beechwood-elc/**

Code of Conduct

Students will be made aware of the Code of Conduct during induction.

Code of Conduct is an agreement for all students in order ensure everyone has a safe and enjoyable experience at UHI Inverness.

bit.ly/407yqD8

Complaints

At UHI Inverness, we want you to have an excellent experience. We take complaints very seriously and aim to resolve them as quickly as possible.

Please visit **inverness.uhi.ac.uk/about-us/complaints-handling**

Computers

The Learning Resource Centre (LRC) has more than 100 PCs, private study nooks and group study spaces. Wi-fi is available throughout the library and LRC if you want to bring your own device. Printing and copying facilities are also available.

Confidentiality

Your personal information will be strictly controlled on a 'need to know' basis. UHI Inverness complies with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

Copying

All work must be your own. Copying from textbooks, the internet or other students will not be accepted and will result in you having to re-submit work. This is also known as plagiarism. You may risk disqualification from your course if the offence is serious.

Course Handbook

The course handbooks can be found on the website **www.inverness.uhi.ac.uk/welcome**
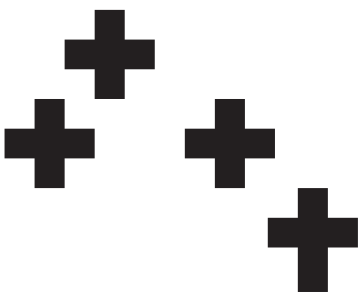
Cost-of-living Assistance

We provide a wide range of support to students that includes a free breakfast and lunch, a free food store, free toiletries and essentials, warm clothing and a student book fund.

bit.ly/3mtOMYQ

We also have a number of entrance scholarships available for new students to help fund your studies

bit.ly/416ljTM

D

Data Protection

UHI Inverness is committed to ensuring that the processing of personal data is only undertaken in the legitimate operation of our business.

E

Eating and Drinking

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

Email (see Office365™)

All students have access to an Office365 email account. Email communication from UHI Inverness staff will be sent to your Office365 account.

www.uhi.ac.uk/en/lis/

Enrolment

All new students are required to enrol before commencing their studies. Returning students are required to re-enrol annually. Enrolment ensures you can access resources, such as library and IT. You are able to enrol online, which is the easiest and quickest option – instructions are available on the website -
www.inverness.uhi.ac.uk/enrol02

Equality, Diversity & Inclusion

We expect everyone (staff, students and visitors) to treat each other with respect within a positive and enabling culture of work and study. We recognise that individually we all have differences of some sort, from which we can share and learn. Speak to any member of staff if you have cause for concern.

Exams

If you have additional support needs which include a requirement for alternative exam arrangements (e.g. reader, IT, additional time etc.), you should discuss this with the Learning Support team as soon as possible to ensure a Personal Learning Support Plan (PLSP) is in place for you.

Please e-mail additionalsupport.ic@uhi.ac.uk, drop in to The Bothy, or ask your PDA/PAT for a referral.

You will need to bring a suitable form of photographic ID (i.e. passport or driving licence) for all UHI exams.

For SQA exams you must ensure you have a note of your Scottish candidate number (SCN).

You must turn up for exams you have been entered for. A doctor's note is required if illness caused you to miss your exam.

For more information about exam arrangements, visit**www.inverness.uhi.ac.uk/study/exams/**

F

Fitness Suite/Gym

The on-site gym/fitness suite features modern equipment including treadmills and 'smart' fitness equipment with interactive consoles that connect with personal devices.

The gym/fitness suite is open for staff and student use at advertised times (for times, see MyDay and the gym door).

There is no membership cost to staff or students to use the gym/fitness suite. However, there is a small fee for induction and annual health and safety refreshers.

Freshers' Fayre

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

G

Grievance

If you feel you are being unfairly treated, speak to your lecturer, Personal Development Advisor or Personal Academic Tutor. Our Student Services team, located behind reception, can provide support and advice, Monday to Friday, 0830 to 1630.

H

Hair and Beauty Salons

Staff and Students can receive affordable treatments in our Breagha Hair and Beauty Salons. Treatments are carried out by students under the supervision of experienced lecturers.

Open to the public
www.inverness.uhi.ac.uk/salon

Harassment

We have 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.

Health and Safety

UHI Inverness has a comprehensive Health and Safety policy which details its commitment to maintaining a high standard of health and safety for all employees, students, visitors and members of the public. You may have lectures in specialist rooms, labs, workshops, salons, kitchens etc.

Listen to instructions and follow rules to keep everyone safe.
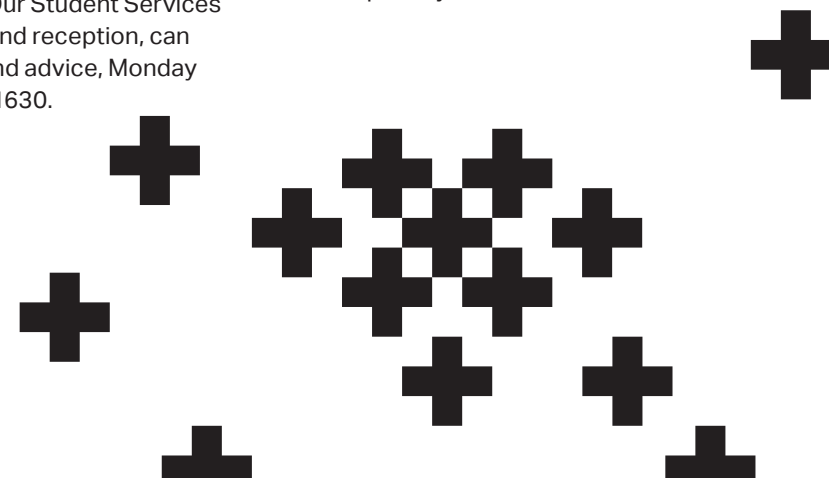
Highlands and Islands Students' Association (HISA)

HISA is run by students, for students. The HISA Inverness office is located in the atrium at Inverness Campus 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.

Visit **www.hisa.uhi.ac.uk/inverness**

Induction

You will receive details about your induction in July. It is important to attend to get key information including timetables, course and support information. Important to check the email you registered with to make sure you don't miss important information about your induction.

International

We have many international partners and take part in projects which enables students to undertake placements and training opportunities. Your lecturer will be able to give you more information about international study opportunities in your School.

Jobs

Our Student Services team have employability resources and can help with applications and CVs. We also advertise current vacancies via MyDay.

Learning Support

We can provide ongoing support, plus equipment and training in the use of assistive technologies. You may also be entitled to alternative arrangements for assessments and exams.

If you feel you may require support, we encourage you to get in touch as soon as you know you are coming to college so that we can put supportive arrangements in place for you. E-mail additionalsupport.ic@uhi.ac.uk, or call into The Bothy, room G36 behind Reception.

Library Services

The library service enables you to access books, e-books, and journals to support your learning.

The Learning Resource Centre has PCs, group study spaces and Nooks (private study facilities). Printing and copying facilities are also available.

For full details on library services available visit: - **libguides.uhi.ac.uk/UHIInverness**

Find out more about online journals, electronic resources, module reading lists and much more here.

www.uhi.ac.uk/en/libraries

Money

Monetary assistance is available if you are struggling with the financial cost of studying.

FE students can apply for funding in June and after they have accepted an unconditional offer via the student hub Log in to the portal **www.studentjourney.uhi.ac.uk** (HE students can apply to SAAS in April – See SAAS).

There is also extra childcare and discretionary funding for those who need it.

Full instructions on how to apply visit

MyDay

The Myday portal is designed as a one-stop shop to help students navigate to various services, including email, Brightspace and your student account. Simply click on a tile to access the service.

MyDay may be set as the default home page on web browsers. If not, open a web browser, and go to myday.uhi.ac.uk Login using your full university ID, that is *userID* @uhi.ac.uk, with your usual password.

Office365™

We use the Office365 email service. All enrolled students are given an Office365 email account. Email communication from us will be sent to your Office365 account. You can access your emails from a tile on MyDay.

Parking

There are over 500 parking spaces at the Inverness campus arranged over 3 car parks:

Car park 1: Jura
Car park 2: Copper
Car park 3: Granite

The Jura car park, which is closest to the main entrance, has spaces marked for blue badge holders.

There are 50 spaces at the Scottish School of Forestry at Balloch.

Personal Academic Tutor (PAT) and Personal Development Advisor (PDA)

Throughout your studies you will either have a Personal Development Advisor (PDA) or Personal Academic Tutor (PAT), depending on the SCQF level of your course.

PDAs support Further Education students (SCQF level 1 to 6) and PATs support Higher Education students (SCQF level 7 to 12).

Your PDA or PAT is the first point of contact for any concerns or queries you may have. They will work with the wider Student Support Team to ensure you have access to the information, support and guidance you need in order to help you succeed in your studies.

Students with additional support needs are entitled to a Personal Learning Support Plan (PLSP), which details the support measures we will provide. This is created by the Learning Support team, agreed with you the student, and then shared with your lecturers. Support may include the provision of specialist learning support; adaptations to methods and materials; adjustments to assessment and exam arrangements; access to specialist technology; and minor changes to the teaching environment. Please contact additionalsupport.ic@uhi.ac.uk to request a PLSP meeting in the first instance. Further information can be found here: **www.inverness.uhi.ac.uk/study/student-support-services/additional-support-needs/**

Personal Property

Storage space is limited so please do not bring valuables to class. You are responsible for your own property at all times. Lockers are available in some areas for students with equipment storage needs – your lecturer will advise you.

Printing

Printing and copying facilities are available in the Library and Second Floor Atrium at the Inverness campus and the Library at Scottish School of Forestry. Print credit can be purchased in the Library.

Full instructions on how to set up your device to print, including useful printing and scanning video tutorials, are available online.

www.uhi.ac.uk/en/lis/printing

Reading week

A period in which there are no classes or lectures, intended for students to concentrate on reading or research.

Reading week date(s) are noted on the academic calendar **www.inverness.uhi.ac.uk/about-us/publications**

SAAS Student Awards Agency Scotland

SAAS funding is for students on all Higher Education courses. You must apply every year for your funding. SAAS aims to have your funding in place at the start of your programme, for all correctly completed applications received before 30th June. The Student Support Team can advise and support you with your application

www.saas.gov.uk

Safeguarding

UHI Inverness is committed to the protection of children, young people, and adults. We have an established procedure to deal with disclosure of a concern which is a safeguarding issue.

We want all our students to have a great time here at UHI Inverness and your lecturer will be able to help you with most of the problems you may face whilst here. However, if you have a more personal problem, speak to your Personal Development Advisor or Personal Academic Tutor who are here to help you find the best solution. We can put you in touch with lots of specialist organisations, to empower you to make the best choice for your wellbeing.

www.uhi.ac.uk/safeguarding

Smoking

We are a smoke free institution. If you wish to smoke, you must use the smoking shelter at the top of car park 1. Smoking is not allowed anywhere else on the grounds. This includes e-cigarettes.

Student Hub (or UHI Records)

This is a one-stop shop where you can update your personal details online, check your application, enrolment and view your results throughout the course of the year.

We will always contact you by email to your student email account so make sure you keep an eye on that regularly.

If you are a current student, click on the Unidesk tile on MyDay. You will need your student ID number. Visit **www.uhi.ac.uk/en/lis/servicedesk/** if you experience difficulties logging in.

Student Support Team

Our Student Support Team are situated in the room behind Reception on the ground floor. The team will be delighted to see you and can help with a wide range of issues, or signpost you to alternative sources of help.

See **www.inverness.uhi.ac.uk/support**

Student Voice Representatives

The Student Voice Representative system helps students share their views and feedback on any aspect of the student experience - whether it be about learning, teaching, facilities or accommodation.

Elections for student voice reps take place in October. Follow HISA Inverness on Facebook, Twitter and Instagram to find out more.

Sustainability

UHI Inverness has joined Race to Zero, a global campaign against climate change, and pledged to cut its greenhouse gas emissions to net zero by 2040. Working in partnership with staff and students, work will get underway soon to develop a new sustainability strategy which will set out our plan to reach a series of targets to reduce carbon and our environmental impact.

Transitions

The Transition Coordinator is here to help should you need any guidance, help or support on preparing to start your studies, or at any point whilst you are a student.

The Transition Coordinator can also provide support if you are:

+ **Care experienced and require extra consideration.** Visit here for more info if you are care experienced: **www.inverness.uhi.ac.uk/care**

+ **A student carer.** Visit here for more information if you are care experienced: **www.inverness.uhi. ac.uk/transitions02**

+ **Estranged.** Visit here for more information if you are estranged: **www.inverness.uhi.ac.uk/ transitions01**

Email: Transition.ic@uhi.ac.uk

+ Visit: **www.inverness.uhi.ac.uk/ transitions02**

Turnitin®

Turnitin is one of the originality checkers used by UHI. Turnitin is fully integrated with Brightspace, so if your course is on Brightspace you will not have to worry about directly submitting to Turnitin but simply submit your assignment into a Brightspace assignment folder.

For a quick-start guide to Brightspace, visit **induction.uhi.ac.uk**

The Universities and Colleges Admissions Service (UCAS)

Anyone who wants to study an undergraduate degree in the UK needs to apply through UCAS.

The process itself is reasonably straightforward but much of the content requires considerable preparation before submission.

For most universities and courses, the deadline is late January each year.

When making an application through UCAS, you can apply for a maximum of five courses in any one year. This can be five versions of the same course at five different universities, or five different courses all at the same university or any combination thereof. You can only accept one offer, your 'Firm Acceptance', and a second choice backup, an 'Insurance Acceptance'. You will need to turn down all other offers.

Student Support Team can also support with UCAS applications. Ask us for our BUZZWORD to link your application.

U

UHI Harvard Referencing

How to install UHI Harvard style in Microsoft Word. Watch 'Install UHI Harvard in Word' | Microsoft Stream **https://bit.ly/3mr2xnE**

Unidesk

Unidesk is a ticket logging service. If you have an IT query, whether it is a request or fault, this can be logged via Unidesk. You can access the tile through Myday.

UHI Records (or Student Hub)

This is a one-stop shop where you can update your personal details online, check your application, enrolment and view your results throughout the course of the year.

We will always contact you by email to your student email account so make sure you keep an eye on that regularly.

If you are a current student, click on the Unidesk tile on MyDay. You will need your student ID number. Visit **www.uhi.ac.uk/en/lis/servicedesk**/ if you experience difficulties logging in.

V

Volunteering

Volunteering is a great way to gain new experiences, meet new people, and increase confidence, whilst doing something worthwhile that benefits others. It is also great for your CV. Speak to our Student Services Team, located behind Reception, if you are interested in local volunteering opportunities.

W

Waste and Recycling

As part of our continued commitment to recycling, we have a number of recycling stations located throughout our campuses. Recycling stations are also located in the catering areas. Bins are available for recycling of general waste, compostable waste and recycled items.

Webex

Cisco Webex Teams is the standard personal video conferencing software used by UHI. This software can be used by internal and external participants wishing to join our conferences from their PC/Laptop.

Wellbeing

We offer specialist wellbeing support for any student experiencing significant or enduring difficulties. We know that every student has individual needs, so we offer a flexible programme. We incorporate counselling, cognitive behavioural therapy, mental health support and psychoeducational workshops into our support.
www.inverness.uhi.ac.uk/wellbeing02
Our service provides a supportive pathway with a stepped care model; this means that you can access help quickly and get the most effective style for your needs.

Email us at counsellor.ic@uhi.ac.uk to register or ask any questions. You can complete our registration form online or if you email us we can send you an accessible version. You can also complete paper copies on campus via the bothy or the student services centre.

Visit **www.inverness.uhi.ac.uk/wellbeing03**

Wifi

UHI uses the Eduroam service to provide the fastest and most stable connectivity at all its campuses.

Full details on how to set up wifi and troubleshooting can be found at

www.uhi.ac.uk/en/lis/service-catalogue/wifi/

Work Experience

This is an element of many courses here at UHI Inverness and is a stepping-stone into the world of work. Many students gain employment through work experience, it is a great opportunity to build your skills and make new connections.
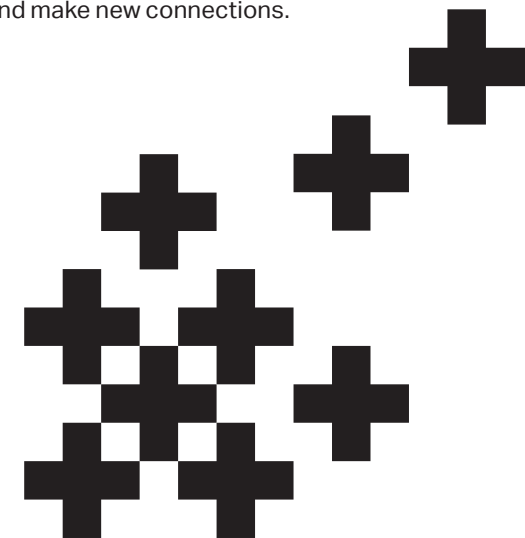
USEFUL CONTACTS

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**

www.bit.ly/3Qrs6mc

Money Advice Scotland: **www.moneyadvicescotland.org.uk**

Money Helper: **www.moneyhelper.org.uk/en**

Citizens Advice Bureau: 01463 237664

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

Mental Health

Wellbeing and mental health support **www.inverness.uhi.ac.uk/support**

Togetherall (digital mental health online support service, accessible 24/7) **togetherall.com/en-gb**

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 07779 303 30

James Support Group
24 hour helpline: 07563 572471
Email: support@jamessupportgroup.com

NHS Mental Health Crisis Team
01463 704 000

Foodbanks

Highland Foodbank - The Trussell Trust **www.trusselltrust.org**

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 226505/718693

Gender based and sexual violence

Support to keep you safe **bit.ly/3UCh93F**

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/**

UHI | INVERNESS