Student Handbook 2018-9

Contents

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INTRODUCTION

This handbook provides students with essential information about Queen Margaret University (QMU) and has been divided into a number of useful sections covering all aspects of student life.

The University provides a vast range of electronic information, and throughout this handbook you will find relevant links for further information which may be obtained from our University web site www.qmu.ac.uk and other sources of information.

We have taken the greatest of care to ensure the information contained in this handbook is correct. However, some systems and procedures change from time to time and may vary from those stated. We can therefore give no guarantee that it is completely free of errors or omissions.

QMU Staff are Here to Help You

Please remember staff are here to help you, and to make your experience at QMU an enjoying and fulfilling one.

QMU staff are here to help and support you, so if you need any help, guidance or support please just ask.

SECTION 1 – THE ESSENTIALS

The Academic Calendar

The Academic Calendar details Semester dates, assessment and exam weeks and other important dates and events. The Academic Calendar can be viewed on the University website at: https://www.qmu.ac.uk/about-the-university/quality/committees-regulations-policies-and-procedures/academic-calendar/

Academic Schools

QMU is comprised of two academic Schools. Your programme, and the academics who contribute to it, are housed in one of these Schools:

- **School of Arts, Social Sciences and Management (ASSaM)**
- **Health Sciences (HS)**

Matriculation

New and returning students **must** matriculate (formally register on a programme of study) online **at the start of every academic year** using the QM:u Portal. By matriculating, you are confirming that you agree to the University's regulations, policies and codes of conduct. It is very important that you matriculate, and if you do not, you will be unable to access any of the University resources. You will also need to complete matriculation in order to receive any loan or bursary payments you may be due. Please note that there may be a delay of up to 5 days between you completing matriculation and you receiving your payment.

Link to matriculation and log in here: https://www.qmu.ac.uk/current-students/current-students-general-information/matriculation-and-enrolment/

Remember you must re-matriculate online at the start of each new academic year

Online Module Selection

Undergraduate students who have optional modules should make their selection online using the Online Module Selection facility.

- **For returning students** with options to select, you will be informed by email when this facility will open during the summer.
- **For new students** who have to select options, this facility will not open until after matriculation.

The Online Module Selection facility can be accessed through the QM:u Portal. The facility contains guidance and information on module choice and links to the timetable. If you do not have optional modules to choose, then you will not be able to view this facility.

Seminar Allocation

The process of allocating students to seminars is done automatically via Celcat, the University timetabling system. If you have any circumstances such as car share, or work commitments that require you to change timetabled activity, please contact era@qmu.ac.uk.

Student ID cards (smartcards) are used for the following functions:

- Control access to the building and areas within it that are restricted to certain groups.
- Control access to the halls of residence on a block-by-block basis.
- Learning Resource Centre (LRC) card for access and borrowing.
- Purchase of print credit and food at catering outlets and the shop.
- Register your attendance on campus.

Smartcards **must** be worn visibly at all times on campus as this is your formal identification. If

smartcards are lost, a charge will be made to replace them as detailed on the Online Matriculation page: https://www.qmu.ac.uk/current-students/current-students-general-information/induction-for-new-students/student-id-smartcards/.

Fees

It is your responsibility to ensure your fees are paid, even if the funding is coming from a third party. If eligible, students domiciled in Scotland and the EU should apply to the Student Awards Agency for Scotland for payment of fees *each year*, other UK students should apply to their Local Education Authority. Information on tuition fees and other fee related information can be found via the Registry internet site at: - http://www.qmu.ac.uk/registry/fees_charges.htm

If you anticipate any financial difficulty please contact our Finance Office immediately via our University telephone number (0131) 474 0000 or alternatively you may prefer to speak to one of the staff in Student Services who can also be contacted by calling (0131) 474 0000. Bill Stronach, the Student Funding Adviser, can be contacted at studentfunding@qmu.ac.uk

Timetables

Your timetable is available through your QM:u Portal and provides a live feed to our timetabling system that allows you to keep up-to-date with any changes that happen to your timetable.

It gives you a week-by-week view of your timetable, and is mobile friendly, enabling you to view your timetable on the go.

QM:u Portal

The QM:u is a student-focused online facility which can be accessed both on and off campus, and through which students can:

- Matriculate; access and amend personal and contact details; access various links.
- View modules you are enrolled on, repeat/reassessment letters, assessment deadlines, exam and assessment results.
- Letter of confirmation as a student.
- Chose any optional modules (where applicable).
- Find out who your Personal Academic Tutor (PAT) is.

QM:u can be accessed at: https://www.qmu.ac.uk/study-here/learning-facilities/it-services/qmu-portal/, and looks as per the below:
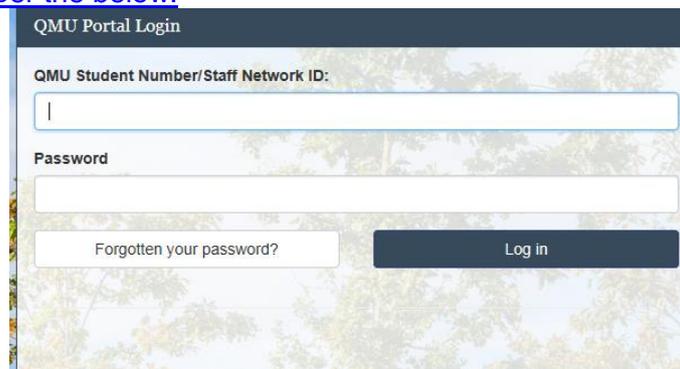
Regulations, Policies and Codes of Conduct

Your attention is drawn to QMU's regulations, policies and codes of conduct. It is **your responsibility** to ensure you have an understanding of how the University's regulations, policies, codes of conduct and associated documents affect you. They also outline what you must do if you start to run into difficulties or need to speak to someone about personal problems that are, or may affect your performance. These regulations, policies and codes of conduct are put in place to ensure everyone knows what they should and should not do, what is acceptable, and what is not

acceptable within QMU. You need to make yourself familiar with what areas are covered. You may need to refer to these during your time at QMU. If you need specific information or are unsure about what any of these documents mean, please approach any member of staff who will be happy to provide you with further guidance, or refer you to the appropriate place.

You can access policies on Governance and Regulations at https://www.qmu.ac.uk/about-the-university/quality/committees-regulations-policies-and-procedures/regulations-policies-and-procedures/

Electronic Registration of Attendance

All students are required to register their attendance at all their teaching and learning events held on Craighall Campus, in accordance with the University's Attendance Policy. This is recorded electronically, using student matriculation cards and the swipe panels outside all teaching and learning spaces. By recording attendance, the University will be able to more readily identify those students who may benefit from additional academic or pastoral support.

Academic Dishonesty and Plagiarism

QMU's degrees and other academic awards are given in recognition of a candidate's own achievement. Plagiarism is therefore, together with other forms of academic dishonesty such as impersonation, falsification of data, computer and calculation fraud, examination room cheating and bribery, considered an act of academic fraud and is an offence against University discipline (see Regulations Governing Discipline which can be found using the following link: https://www.qmu.ac.uk/about-the-university/quality/committees-regulations-policies-and-procedures/regulations-policies-and-procedures/).

Plagiarism is defined as follows: *the presentation by an individual of another person's ideas or work (in any medium, published or unpublished) as though they were his or her own*.

Plagiarism includes inclusion in your work of more than a single phrase from another person's work, without the use of quotation marks and acknowledgement of the source of information; and the use of another person's work, by simply changing a few words or altering the order of presentation without acknowledgement.

In the following circumstances, academic collusion represents a form of plagiarism: *Academic collusion is deemed to be unacceptable where it involves the unauthorised and unattributed collaboration of students or others work resulting in plagiarism, which is against University discipline.* Should it be suspected, then the alleged plagiarism will be dealt with through the University's processes, and could lead to a student being withdrawn from the University. Please make sure you are fully aware of what plagiarism is, and how to avoid it, by following this link: http://libguides.qmu.ac.uk/FindingMyVoice/Home

Turnitin

QMU has a policy to use the Turnitin UK plagiarism detection system, or other equivalent systems, to help students avoid plagiarism, and improve their scholarship skills. This service is available to all matriculated students at QMU and its use is compulsory in some programmes. Further information on Turnitin is detailed below, under the heading IT and Learning Resources.

Additionally, help with study skills can be found at the following: https://www.qmu.ac.uk/study-here/student-services/effective-learning-service-els/

Guidance on how to avoid plagiarism through good scholarship can be found by following this link: https://www.qmu.ac.uk/study-here/student-services/effective-learning-service-els/how-to-avoid-plagiarism/

Link to Write and Cite: The QM Guide to the Harvard Systems of Referencing:
http://libguides.qmu.ac.uk/referencing

You are normally required to submit your work electronically for assessment and reassessment work (any alternative arrangements to this will be communicated to you by your Module Co-ordinator). This will normally be submitted via an Assignment Dropbox in the module site on the HUB@QMU.

(How to submit guidance is available here: https://www.youtube.com/watch?v=hmWE4AxqAoE)

It is a student's responsibility to ensure they submit their assessments using the correct method, and in the correct format. Where you are required to submit work electronically, you should receive an email in your QMU email address confirming your submission.

In line with QMU Regulations, students are reminded that it is their responsibility to submit all work for assessments in accordance with the requirements for their course;

Any student who submits work to for assessment, after the assessment submission date and time, without the prior agreement of the Programme Leader, or without good or agreed cause, will have marks deducted according to the following criteria:

- If submitted as a first attempt, after the deadline but up to and including six days after the deadline. A maximum mark of 40% can be achieved for undergraduate programmes, and a maximum mark of 50% for postgraduate programmes. If submitted as a first attempt, seven days or more, including on the 7th day after the submission deadline, a mark of 0% will be awarded.

Guidance Regarding the Format and Submission of Undergraduate/Postgraduate Dissertations and Projects

If you are studying on a programme where a dissertation or project submissions is required, details on the required format will be available in your Dissertation/Project Handbook and on the Module Hub site.

Return of Marks and Feedback

The marks and feedback on your assessment are generally provided 20 working day following the submission date. For modules at Levels 3 and 4, your marks and feedback should be available within 15 days. However, should these be delayed for any reason, you should be informed of the date you can expect the feedback.

A message on the module site in HUB@QMU will be used to inform you when the feedback is available; either electronically, or in some cases for collection from the School Office reception. Where hard copy feedback is available, it will be held for four weeks from the date it has been released, after which it will be destroyed.

SECTION 2 - IT AND LEARNING RESOURCES

Learning Resource Centre (LRC)

The Learning Resource Centre (LRC) is a key space for staff, students and researchers. Within the LRC we offer a library service which is effective, dynamic, up-to-date and responsive to the needs of its users.

There are a wide range of services available, including information relating to borrowing, study skills, databases, e-journals and e-books through the Library (LRC) website, at: http://www.qmu.ac.uk/lb/default.htm

There are over 1000 study spaces, with a wide range of learning, teaching and research services including:

- a mixture of networked computers

- full wireless access
- extensive printing and photocopy facilities (including colour)
- group study rooms
- six dedicated quiet study rooms
- two silent reading rooms
- IT seminar rooms for library skills workshops
- a postgraduate study room
- comfortable seating areas
- self-service machines.

The LRC Service Desk (situated just inside the LRC) also deals with all student IT enquiries.

The LRC can be found to the right-hand-side of the main entrance on level 1. Remember you will need your smartcard to gain access to lending facilities.   The LRC is open 24 hours a day, 7 days a week. Staffed hours can be found by following this link: - https://www.qmu.ac.uk/study-here/learning-facilities/library/

For further information on Library services please see: http://www.qmu.ac.uk/lb/default.htm or contact lrchelp@qmu.ac.uk

HUB

Hub@QMU is QMU's online learning environment. Many of your modules will have their own area in the Hub. Amongst other resources, the module site contains:

- Course materials.
- Online tests.
- Group discussions.
- Links to learning resources.
- Submission drop-boxes for your assignments.
- Plagiarism checking tool using Turnitin.

Further information including an introductory video, and details about the mobile app are at: https://www.qmu.ac.uk/current-students/cap/learning-and-technologies/hub-blackboard/information-for-students/

ePortfolio - Pebblepad

Pebblepad is an electronic tool that allows you to create an online portfolio. It provides a space for you to record, store and structure a collection of your evidence that will demonstrate your learning achievements and abilities. The system allows you to share elements of your portfolio with others. You can decide whether they can comment on, or even edit it. Your portfolio is your own private area, and no one can access the content unless you choose to share it with them. You may also be asked to create a Blog through Pebblepad; reflections within this can be linked to your portfolio.

For further information please see: https://www.qmu.ac.uk/current-students/cap/learning-and-technologies/using-eportfolio/

Accessing Your IT Account When Away from QMU

Information on how to log into the QMU network from off campus is available from the Working Off Campus section on the IT Services website:https://www.qmu.ac.uk/study-here/learning-facilities/it-services/getting-started/

Logging into the network in this way will give you access to all applicable software, library resources and your files as if you were using a thin-client terminal on campus.

What is thin-client? Instead of running applications locally on PCs, applications run centrally with only keyboard, video and mouse updates transmitted across the network. A thin client has no hard drive so your files are then stored centrally making them available from anywhere 24/7. A workstation therefore consists of a low power thin client, screen, keyboard and mouse.

What are the benefits of thin-client? Thin-client devices are by their nature low-power devices. This means that not only do they consume far less electricity than traditional computers; they also generate much less heat, reducing the need for artificial ventilation. Other benefits over conventional computer technology include streamlining of IT support, cost saving, better security and lower noise levels.

Closure of IT Account

After you leave the University (to graduate, or if you withdraw), your IT account will be closed after six weeks. This will ensure that you have time to view your results and transfer any important items.

Printing, Photocopying, Scanning – Multifunctional Devices (MFDs)

Printing, photocopying and scanning facilities are provided by MFD units. MFDs are located around the LRC and other key sites. Students use their smartcards to pay for and release printing from the MFDs.

SECTION 3 – ACCESS TO STAFF

There are many ways that students can access and communicate with both academic and administrative staff; in person, by telephone, by email, or other electronic method of communication (for example, a discussion group on HUB@QMU).

Access to Academic Staff

- Telephone: 0131 474 0000 *QMU's telephone system is voice activated so please ask clearly for the relevant member of staff*.
- Email: staff email addresses can be found in the Address Book of your QMU email account. *Please note that QMU staff will only use QMU email address to communicate with students and colleagues, and students are asked to do the same.*
- HUB: the majority of Module Coordinators have supporting HUB sites where information will be posted, and where you can interact with academic staff using online tools such as discussion boards.
- Additionally, some academic staff may run surgeries or drop-in sessions.
- All students are also allocated a Personal Academic Tutor (PAT) (see relevant section below).
- Any of the above methods may be used to contact a member of academic staff to arrange a face-to-face meeting.

Should you need to speak to someone urgently, please come along to the School Office reception desk where the staff will be able to advise you.

Access to Administrative Staff

Each programme of study belongs to an academic school and there is a dedicated team of administrators for each School. The administrative teams are located together in the School Office on the first floor of the Academic Building (opposite the Main Reception). School Office staff are here to help you so if you have any queries, please do not hesitate to visit the School Office reception.

Opening times:
Monday to Friday 9:00 to 16:30

Contact details:
Telephone: 0131 474 0000
              QMU's telephone system is voice activated so please ask clearly for the relevant subject, school or simply 'the School Office'.
Email:

Arts, Social Science and Management students: ASSAMAdmin@qmu.ac.uk
Health Sciences students: HSAdmin@qmu.ac.uk

How QMU Will Contact You

QMU staff will contact you through your QMU email address. Please note that it is your responsibility to check this on a daily basis, as room changes and other important information will be shared via this email account.

SECTION 4 – HOW YOUR PROGRAMME IS MANAGED

A range of measures have been put in place to ensure that your voice is heard, and so that you can provide feedback about your programme and participate in its development. These are such as Staff Student Consultative Committees (see below); module evaluation feedback procedures and national and internal surveys. More information regarding the surveys conducted at QMU may be found here:
https://www.qmu.ac.uk/current-students/feedback/

Sources of Advice and Guidance

If you have any queries about a particular module you should discuss these with the Module Coordinator concerned in the first instance. If you have queries relating to the programme you should speak to your Programme Leader. Information relating to these specific roles can be found by following this link: http://www.qmu.ac.uk/quality/pm/default.htm

If you need general advice about University procedures you should contact your Personal Academic Tutor (PAT). You can find out who your PAT is on the student portal. Your PAT is there to advise you throughout your time at University. If you experience difficulties of a personal or practical/financial nature, you can either discuss these with your PAT who will be able to refer you to the appropriate support service, or you can seek help directly from the support services yourself (further information on these services is detailed throughout this handbook). For further information on what your PAT can do for you please see:
http://archive.qmu.ac.uk/quality/documents/pat%20pocket%20roll%20fold%20leaflet%20online%202013.pdf

You can also visit the School Office reception located on level 1 opposite the main reception for enquiries regarding your programme.

Committee Structure

A number of committees exist throughout QMU to give students and staff the opportunity to meet and talk through ideas, and possible areas of concern or development. It is important that you know what the remits of these committees are, who your representative is, and when the committees meet.

All programmes of the University have a number of committees responsible for managing their operation and making decisions about students' academic performance, these are:

- Student Staff Consultative Committee*
- Programme Committee*
- The School Academic Board*
- Boards of Examiners.

QMU is committed to responding to the needs of its students and those committees marked with a * above include student representatives.

Student Staff Consultative Committee

The number and form of the Student Staff Consultative Committee varies a little between the Schools, however they all share the same purpose: to ensure an adequate and effective opportunity for discussion between students and staff, in a context that allows wide student participation.

The function of the committee is to provide a forum for constructive discussion of the programmes in general terms, of the demands of the programmes, and of possible developments. Additionally, this committee considers any matters directly related to the programmes, and to report or make recommendations as felt necessary to the Programme Committee.

Membership of the committee is drawn from teaching staff across the School, and student representatives - there should be more students than staff. The student membership should cover the main subject areas and activities of the programme. It is appropriate for a student to convene the committee and take minutes. Minutes from this committee are then presented to the Programme Committee for discussion/review and action.

Programme Committee

The Programme Committee exercises the overall academic and operational responsibility for the programme, and its development within defined policies, procedures and regulations. Minutes from this Committee are presented to the relevant School Academic Board.

School Academic Board

The purpose of the School Academic Board is to provide a forum at School level for the discussion, review and promotion of School specific objectives and strategies; the receipt, discussion and implementation of University wide strategies, policies, and procedures; and discussion and approval of School specific business, which includes programme and module changes.

Boards of Examiners

Boards of Examiners are responsible for making decisions about students' performance, including decisions about progression and award. Within the modular scheme there are two types of Boards; Module Boards and Profile Boards.

- **Module Boards of Examiners**

  The Module Boards of Examiners are responsible to Senate, via the School, for agreeing the level of performance for each student on each module under consideration. The Module Boards of Examiners submit confirmed marks for modules to the relevant Profile Boards of Examiners, and make recommendations to these Boards regarding whether a student should be awarded a pass or fail in any module within their jurisdiction, and the mechanisms for re-assessment. It also receives information about extenuating circumstances for students on a modular basis.

  Normally, the Module Boards of Examiners meet once or twice a year to consider module performance. This would normally occur in the second semester (May/June). For module re-assessment the Boards meet in August/September.

  The composition of each of the Module Boards of Examiners will normally include the Dean of the School or Head of the academic Division (Convener), Module Coordinators, and all staff who have contributed to the assessment of the modules under consideration, along with the External Examiners appointed by the University.

  Profile Boards of Examiners

  The Profile Board of Examiners is responsible to Senate, via the School, for reaching decisions about students' performance. The Board reviews the students' whole performance across all the modules, and makes decisions relating to the progression of students into their next level of study and the classification of their award. The Board, in reaching decisions, is guided by the University's academic regulations and, exceptionally, any programme specific regulations approved at the time of validation and as laid out in the definitive programme document.

  Normally, there are at least two meetings of the Profile Board of Examiners each year; one at the end of Semester 2 and the other after the Reassessment Module Board which looks at the reassessment of modules.

SECTION 5 – STUDENT SUPPORT

There are a number of people you can get help and support from. Your Personal Academic Tutor can guide you on matters of an academic nature, the School Office can help with a number of administrative queries, and Student Services can deal with issues relating to health and wellbeing as well as financial and careers advice.

The following sections will help to identify who you should go to if you need help, or just the opportunity to chat through any issues that may arise whilst studying at QMU.

Student Services

While it's true that life at QMU will be exciting and fulfilling, there may also be times when you will need support. Leaving home or giving up work, meeting new people and making new relationships, juggling budgets and taking charge of your studies can all bring about feelings of achievement, but can also prove difficult to handle. Please read about our services and use them when you need information, advice and or guidance. We are here to help you succeed while you are at QMU.

QMU prides itself on its high standards of support provided to students throughout their studies. **Student Services** provides a range of information, advice and guidance for students on the following areas:

- Student Wellbeing, including Stay-on-Course.
- Careers and Employability.
- Student Funding.
- Disability Support.
- Student Counselling.
- Healthcare.
- Faith and Chaplaincy.

Additional support is also available through:
- Effective Learning Service (ELS)
- QMConnect
- Support for International Students
- Support for students in QMU accommodation (ResLife).

Our student support staff provide professional services, and when necessary work with other colleagues and the Student Union to provide support for all aspects of student life, and also seek to develop innovative ways of improving and providing support.

For further information please see: https://www.qmu.ac.uk/study-here/student-services/

Student Wellbeing

The Wellbeing Adviser provides practical support, information and advice to students with concerns about their mental, physical or emotional wellbeing, in order to facilitate building up resilience and healthy living among students. When necessary, the Wellbeing Adviser can collaborate with, or refer students to, other services within the University, as well as external agencies and organisations for more specialised support.

The Wellbeing Adviser offers daily drop-ins throughout the academic year. Please come to the Student Services reception and ask for the Wellbeing Adviser. If you would like to request a prearranged appointment, simply email the Wellbeing Adviser at wellbeing@qmu.ac.uk

For further information please see: https://www.qmu.ac.uk/study-here/student-services/wellbeing-service/

Stay-on-Course

If you are struggling to stay-on-course with your studies, your Personal Academic Tutor (PAT) can offer you academic support and/or direct you to the most appropriate student support service.

The Stay-on-Course programme is managed by our Wellbeing Adviser and is designed to offer rapid support to students who may need help to get back on track with their studies and student life.

How does it work?

STEP 1
Your PAT or other QMU staff might refer you to Stay-on-Course, or you can contact us directly to arrange an appointment.

STEP 2
At the appointment you will meet with our Wellbeing Adviser to discuss any issues or difficulties you might have and what support is available. We will help you build a Stay-on-Course Plan to follow.

STEP 3
The Wellbeing Adviser will keep in touch with you to help you follow your Stay-on-Course Plan.

STEP 4
With your consent, the Wellbeing Adviser will keep your PAT/School up to date with the progress you are making on the Stay-on-Course Plan, so they can offer you extra academic help, if you need it.

Once you are back on track and things improve for you, the Wellbeing Adviser will still keep in contact occasionally, to offer friendly encouragement and to ensure that you continue to progress in your studies.

You can also contact us at any time by emailing: stayoncourse@qmu.ac.uk

Careers and Employability

Careers and Employability offers you support throughout your studies and after graduation. Today, a degree is not enough to secure you a job. We will help to identify and develop your skills and attributes that will contribute to your success. We work with academics to build employability into your learning experience, bring employers on campus, and give you access to a wealth of careers information, advice and guidance.

Here's just of few examples of how we support you:

• Guidance and advice on future career or study choices.
• Annual recruitment and volunteering fair.
• Information on part-time jobs, internships and volunteering.
• Finding graduate jobs.
• Support making CVs, job applications and interviews.
• Work experience and placement advice.
• A mentor in the industry of your choice.
• Work as a tourism ambassador (STARS).

You can drop into our Employability Centre or make an appointment. You can find out lots more here:

• Careers and Employability Centre at The Hub https://www.qmu.ac.uk/campus-life/careers-and-employability/
• Follow us on Twitter: @QMU_Jobs: https://twitter.com/qmu_jobs?lang=en
• Like us on Facebook: QMU Careers and Employability : https://en-gb.facebook.com/CareersandEmployabilityCentre/

Find out about part-time/casual jobs, graduate jobs, internships and volunteering by registering at:
• **http://www.qmploy.co.uk**

Contact us:
Email: Careers@qmu.ac.uk
Tel: 0131 474 0000 (say 'careers' when prompted)
Call in at Employability Centre, Level One.

Student Funding – Student Funding Service

Funding advice exists to provide information and guidance for all students regarding the funding available to them. For students facing financial difficulties the service also manages the Childcare Fund, Discretionary Fund (formerly Hardship), Nursing Discretionary Fund and International Hardship Funds.

Further advice and information about applying to the funds can be obtained by contacting the Student Funding Adviser.
Contact: Bill Stronach, Student Funding Adviser, Student Services – studentfunding@qmu.ac.uk

For further information please see: https://www.qmu.ac.uk/study-here/fees-and-funding/

For SAAS forms please use the link below:

http://www.saas.gov.uk/forms_and_guides/index.htmDisability

Disability

For students with additional needs, there is an extensive network of support at QMU comprising staff in the Disability Service, a network of Academic Disabled Student Coordinators throughout subject areas, and Disabled Student Coordinators throughout non-academic departments.

Within the Disability Service, Disability Advisers can provide information, support and guidance to students with Specific Learning Difficulties e.g. dyslexia, mental health difficulties, sensory impairments, mobility difficulties, autistic spectrum disorders and medical or other conditions which can impact on their ability to access learning. Disability Advisers, with the student's written consent, can devise Individual Learning Plans which identify the impact of a disability on learning, recommend reasonable adjustments that may be put in place by QMU, and confirm assessment arrangements. This document can then be shared appropriately with relevant staff to ensure that an individual student's support needs are taken into consideration during their period of study at QMU. Eligible students may also be able to access substantial further support from their Funding Authorities via the Disabled Students' Allowance (DSA). Support to apply for DSA can be provided by Disability Advisers.

If you consider you may have additional needs, and would like to find out more about support in your studies, please contact the Disability Service.

To make an appointment with a Disability Adviser, please provide your name, matriculation number and the title of your course of study when you make an enquiry.

Email   disabilityadvisers@qmu.ac.uk
Phone   0131 474 0000 and ask to speak to 'Student Services'
In Person   Come to Student Services Reception on the first floor of the Academic
Building.

For further information please see: https://www.qmu.ac.uk/study-here/student-services/disability-service/

Student Counselling

Counselling is a free service available to all matriculated students. We offer short-term confidential one-to-one counselling to help you with any personal problems that might be affecting your academic work or your general health and wellbeing.

It is important to know that your attendance and information you discuss remains strictly confidential within QMU Student Services. We do not respond to requests for information or attendance with your consent. Confidentiality may only be broken where substantial risk exists to yourself or others and is specified under the link to 'Conditions and Confidentiality'. This will also be discussed at your first appointment.

Counselling appointments are by self-referral. To request an appointment simply email counseling@qmu.ac.uk . You must email through your QMU account to verify your identity. You will then be sent a link to access the pre-counselling form that you should complete and return. Once the counselling service has received your completed form, you will be emailed an appointment time.

In addition to the above, counselling offers a bibliotherapy scheme in association with the Learning Resource Centre (LRC), self-help resources and signposting to external agencies and services.

For further information please see: https://www.qmu.ac.uk/study-here/student-services/counselling-service/

Healthcare

It is important that all students register with a local doctor and you should take along your National Medical Card. If you are not resident on the QMU Campus, you can seek out your nearest practice and register (https://www.nhsinform.scot/national-service-directory/gp-practices). You will be able to see your own doctor during vacations as a temporary resident.

There are three Medical Practices in Musselburgh, and all are situated in the same purpose-built building at Musselburgh Health Centre: NHS Lothian, Inveresk Road, Musselburgh.

Students can register with any of the three practices, however QMU and Student Services have worked in partnership with Riverside Medical Practice (phone: 0131 446 4171) to provide healthcare for our students. Online registration forms for the Riverside Practice can be accessed on their website: http://www.theriversidepractice.co.uk/
Paper registration forms can be picked up Student Services Reception.

For further information please see: https://www.qmu.ac.uk/study-here/student-services/healthcare-faith-and-chaplaincy/

Faith and Chaplaincy

QMU welcomes students from all faiths or none.
We have a quiet Contemplation Room on level 1 for personal prayer and contemplation. Although there is not a chaplaincy on the QMU campus, QMU works closely with St Albert's Catholic Chaplaincy at the University of Edinburgh.

St Albert's Chaplaincy is run by the Dominican Order who are the Catholic Chaplains for students and staff at the University of Edinburgh, Edinburgh Napier University and Queen Margaret University. The Chaplaincy is located at 23-24 George Square near the University of Edinburgh.

To contact the Chaplaincy:
> Web: http://scotland.op13010084/1.org/edinburgh
> Tel: 0131 650 0900

Effective Learning Service

Studying at university can feel very different to studying at school or college.   It is useful to think of your first year at university as a year-long process of adapting, as you work out how best to study within your programme, what methods suit you, how to organise your time, and, importantly, where to go for advice.

The Effective Learning Service (ELS) offers guidance and support to all students who wish to develop their academic writing and study skills, whatever their level of study. Our aim is to help you become as self-reliant as possible as you progress through your degree programme here at QMU.

You can arrange individual appointments to talk about any study issues you have, and you can also attend our weekly study skills workshops. We also organize in-sessional classes for international students, a Resit Support programme, and produce a wide range of useful study leaflets.

Browse our web pages for more information about what we do:

http://www.qmu.ac.uk/els

or contact us directly:

 els@qmu.ac.uk or elsinternational@qmu.ac.uk.

We are based in room 1153 in the LRC. Our door is always open for you to drop in and have a chat, or to browse through our guides and resources.

We look forward to seeing you!

QMConnect – Student mentoring programme

QMConnect is a peer support programme which operates across QMU, with the aim of helping new undergraduate students settle into university life.

A mentor can help you to:
• find your way around the University
• know what services and facilities are available
• discover different study skills tips and approaches
• make the transition from school or college
• juggle study, work and family
• build your own social network
• make useful contact with students in levels 2, 3 & 4.

Students from many backgrounds can benefit from mentoring, including mature students, direct entry students, international students, and those coming straight from school.

Alternatively, would you like to mentor a new student starting at QMU? QMConnect always needs new mentors. Get in touch to register your interest and find out more.

If you are keen to make the most of your time at QMU either as a mentor or as a mentee, then QMConnect could be for you.
mentoring@qmu.ac.uk

International Students

The University provides support for International Students through the International Office, particularly in relation to visa matters. Additionally, you might want to contact the School Office for help and guidance relating to academic administration matters. If you require any further help regarding your course, please contact your Programme Leader or PAT who will be pleased to help you to settle comfortably into your new environment.

All students whose first language is not English will normally be permitted to use language-only dictionaries in examinations. Electronic dictionaries are not permitted (please refer to Exam Regulations section). No extra time will be allocated for students whose first language is not English (please see the Assessment Regulations for further information).https://www.qmu.ac.uk/about-the-university/quality/committees-regulations-policies-and-procedures/regulations-policies-and-procedures/.

Sessions are available for students with particular questions, especially concerning extending your visa, visiting other countries or inviting relatives to stay. There are drop in times available during term time, these are:

Monday 2.00pm to 5.00pm
Thursday 10.00am to 12.00noon.

Enquirers are seen on a first come first served basis. If you are unable to attend please make an appointment, providing a range of times and dates that you are available. You can contact the team by the following methods:

Email: International@qmu.ac.uk
Telephone: +44(0)131 474 0099

International Student Support is located on level 1 of the academic building, and can be accessed at the Registry Information Point, alongside Student Services.

Queen Margaret University Students' Union

The Students' Union (SU) is a democratic organisation, who are here to make sure that your time at QMU is the best it can possibly be. When you matriculate you are automatically a member of the Students' Union. The Students' Union is run by students for students, with an Officer's team who are all elected each year to represent every student at the University.

Throughout the year the SU runs campaigns, welfare services, events, sports, societies, media, and ensures your opinions are heard; as well as giving you a cheap, friendly environment to relax in over at Maggie's Bar and Café. The SU office is just upstairs from the Bar, which is also where the Helpzone is. Volunteer officers, each with their own speciality, work on projects throughout the year to deliver what the students of QMU ask for. There are a lot of different ways to be involved with your SU, so if you've got any questions or suggestions please feel free to come up for a chat, or contact us via union@qmu.ac.uk.

The SU is a charity, so any financial gain made by the trading or fundraising of the SU is ploughed back into the welfare and activities provided to students.

For more information see: http://www.qmusu.org.uk/top-menu/your-union/welcome or find QMUSU on Facebook, Twitter and Snapchat.

The Role and Remit of the Student Representative

The Student Representative is responsible for their particular year of study within their own programme.

The Student Representative has two functions. The first is to consult with the students on the programme to get their ideas and note any concerns they may have about any aspect of their education at QMU; and to represent the ideas and the concerns of students on the programme at the appropriate fora:

- Staff Student Consultative Committees
- Programme Committee
- School Academic Board

Elections

Programme Leaders are normally expected to open nominations for programme representatives within the first two weeks of Semester 1, but of course the programme will be able to change its representative at a later date if it so wishes.

Required Time Commitment of Student Representatives

Representatives must commit sufficient time to prepare for, and attend, at least three Student Staff Consultative Committee meetings and three Programme Committees (or equivalent) each year. They should also allow a few minutes each week/fortnight to get the views of students on the programme, and to feedback information from other bodies.

Registry and Academic Administration

Registry and Academic Administration has a critical role in the administration of academic and student services within Queen Margaret University. The Registry and Academic Administration department is led by the Assistant Secretary (Registry & Academic Administration). The Registry and Academic Administration team aim to provide an efficient, effective and professional service to the various client groups to whom it provides information, advice and support. Student Records and the School Office sit within this department.

For Details of services provided please see:
https://www.qmu.ac.uk/current-students/current-students-general-information/

Registry can be contacted on registry@qmu.ac.uk
School Office can be contacted as below:

Arts, Social Science and Management students: ASSAMAdmin@qmu.ac.uk
Health Sciences students: HSAdmin@qmu.ac.uk

Student Accommodation Services

Our campus houses 800 single study en-suite bedrooms in self-contained flats for three to six students. If you decide to live on campus, the Accommodation Services team will be on hand to offer you support and advice throughout your stay. As part of our service, we offer students living on campus an exciting ResLife programme that includes a diverse range of social, educational, recreational and cultural opportunities for you to get involved in. We also have a friendly team of ResLife Assistants to make you feel at home and supported in our vibrant residential community.

For more information about campus accommodation and our ResLife programme visit https://www.qmu.ac.uk/campus-life/accommodation/, email accommodation@qmu.ac.uk or call us on 0131 474 0000.

Section 6 Further Information

Recognition of Prior Learning (RPL)

Some students come to QMU with a range of prior learning and experience. Recognition of Prior Learning (RPL) is a way to apply for partial or full exemption from having to undertake a module, level of study, or assessment. RPL describes the use of prior learning, either as a formative tool as part of personal development, or as a summative tool for the award of credit. The learning may have taken place either as part of a formal educational course or as part of an informal life or work experience outside formal educational settings. This acknowledges that there may be a stage of discussion, reflection and formative assignments, prior to any formal application for the accreditation of prior learning. You should discuss this with your module and/or Programme Leader at your earliest convenience.

You can view the policy, process and documentation by selecting the Link below: https://www.qmu.ac.uk/about-the-university/quality/quality-a-z-index/#r

QM Sports

Queen Margaret University Sports Centre offers a range of facilities and services, which provide a safe, friendly and informative environment for customers so you can enjoy your chosen sport to the full. Staff, who are trained to a high standard, endeavour to provide a high quality service and are happy to assist with any questions.

Facilities include:

- **State of the art Fitness Suite**
- **Outdoor All Weather Pitch suitable for 5-a-side or 7-a-side football**
- **Sports Hall – 4 badminton courts, 5-a-side football, basketball, netball, table tennis, volleyball**
- **Exercise Studio – Home to over 35 weekly classes**
- **Weight Room**
- **Outdoor gym.**

For more information please see: https://www.qmu.ac.uk/campus-life/qmu-sports-centre/

Health & Safety Arrangements

The undernoted are a brief summary of general, *whole campus*, arrangements. When you enter your selected specialism, your tutors will give additional advice and guidance relevant to your field of study. Adherence to the safety policies and procedures laid down by the University, and by your School, is required by all students.

Your Programme Leader has access to our on-line Health & Safety Management System that details our current policy and arrangements – should you need access please ask them. Should you have any health and safety related concerns, you should raise these with your Programme Leader in the first instance.

Advice regarding health & safety matters can be obtained from the Health & Safety Adviser, **Kim Richardson** by phoning 0131 474 0000 and asking for her by name, or via KRichardson@qmu.ac.uk . **Please take time to read the following Health & Safety information**

Expectations

QMU is committed to providing a safe and healthy working environment for its staff, students and visitors.

QMU expects all students to;

✓ Take care of yourself and those who may be affected by what you do here,
✓ Co-operate with **QMU** on all health and safety matters,
✓ Not interfere with any item which has been provided in the interest of safety, report any hazards or suspicious activities, and
✓ Report all accidents and incidents you become aware of.

Arrangements

a) *Fire Safety*

If you **discover** a fire you should withdraw (under the direction of your host) and activate the nearest break glass alarm call point.

Important – Under no circumstances should you consider tackling a fire unless you have had specific portable fire extinguisher training.

If you **hear** a Fire Alarm **Voice Message / Electronic Siren** [Tested Wednesdays - 1315 hrs]

You should evacuate the building quickly but calmly. Your host will make sure you use the most appropriate fire exit route to safety.

Make your way to the nearest **Assembly Point.**

Fire Assembly Points

Assembly Point 1:	University Square
Assembly Point 2:	Outside LRC
Assembly Point 3:	SUDS Pend
Assembly Point 4:	Halls of Residence

b) *First Aid*

A **First Aider** [or defibrillation] can be summoned **by calling** the security team on: Internal **Extension 2222**

c) *Accident Reporting*

You must report **ALL** accidents or 'near miss' incidents to the security team or your tutor and complete an **Accident Report Form**. All forms must be completed in full with all the relevant contact details.

d) Supportive Environments

QMU is a fully inclusive community and our buildings and procedures are designed to support students in their study. If you require support, please contact the QMU disability advisers where arrangements can be put in place to ensure your safety.

e) Quick Guide

First things First!

EMERGENCY INFORMATION

Quick Guide

Emergency First Aid
Dial 2222
Give your name, nearest room number, details of the incident.

Personal and University Security
Dial 2222
Give your name, nearest room number, details of the incident.

Fire action

Sound the alarm

Leave the building by nearest available exit

Report to assembly point
Read your nearest fire action notice

Do not return to the building until authorised to do so

Do not use the lifts

First Aid Emergency
A First Aider can be summoned by dialling **2222** on any internal telephone.

Please note that QMU has a defibrillation provision.

All accidents / adverse events **must** be reported to Health and Safety

This Campus has a disabled Persons fire evacuation plan. If you are disabled please make your way to a refuge point when you are instructed to by the Fire Alarm - within the staircase enclosures. Press the refuge point button and you will be connected to security who will confirm your attendance, keep you updated and arrange assistance if required.

The University does not allow smoking in any of its buildings. If you see someone smoking please report it to security immediately.

The University operates 24 Hour Security (including CCTV) on this Campus. If you need urgent assistance please contact reception or dial 2222.

For those students staying with us in accommodation, please be careful where you use aerosols or hair dryers, as we have a very sensitive smoke detection installed for your safety that can easily pick up both as a signal for fire.

Don't spray aerosols near detector heads

LOOK UP

Is there a detector head above you?

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Queen Margaret University, Edinburgh

Building Cladding

Following the tragic fire at Grenfell Tower, London Queen Margaret University reviewed its estate in respect of ACM cladding and has confirmed, through desktop review and localised inspection, that Queen Margaret University does not have any buildings with ACM cladding.

Equal Opportunities at QMU

Queen Margaret University welcomes diversity amongst its students, staff, applicants and visitors, recognising the particular contributions to the achievement of the institution's mission that can be made by individuals from a wide range of backgrounds and experiences. The Institution is committed to ensuring that all of its activities are governed by principles of equality of opportunities.

For more details please see:
https://www.qmu.ac.uk/about-the-university/equality-and-diversity/

Cultural Considerations – Online Communication

We are proud of QMU's diverse student body and ask you to recognise that the challenges of online communication can be magnified in classes of native and non-native speakers. A non-native speaker can easily feel uncomfortable among native speaking online communicators, especially in the chat room setting. The University asks you to recognise that different cultures bring different points of reference, different understandings of humour and different expectations of online communication, so:
1. Avoid using complicated language, terminology, slang, idioms or local acronyms.
2. Be aware of differences in date formats and measurements.
3. Be careful with sarcasm and humour, and avoid ridicule.
4. Allow extra time for responses, especially in chats.
5. Remember that language, fluency and intelligence are very different things.
6. Admit mistakes and apologise.

Freedom of Information, Data Protection and Complaints Handling Procedure

Freedom of Information

Compliance with the Freedom of Information (Scotland) 2002 Act (FoISA) at Queen Margaret University is coordinated by the Policy Advisor (Student Contract and Regulatory Compliance).

FoISA intends to encourage public organisations to become more open and accountable. QMU strives to be as open as possible in its attitudes, operations, policies and processes, and is pleased to share information about its activities.

You can find more guidance on University procedures in compliance with the Act at:
https://www.qmu.ac.uk/footer/foi-and-data-protection/what-is-foi/

Data Protection

The Data Protection Act 2018 came into force in March 2018 and implements the General Data Protection Regulation (GDPR) into UK Law. This Act applies to information about individuals, known as "personal data". Queen Margaret University needs to process and retain certain personal data, for example about its staff and students, to fulfil its purpose and to meet its legal obligations to funding bodies and government.

You can find more guidance on University procedures in compliance with the Act at:
https://www.qmu.ac.uk/footer/foi-and-data-protection/data-protection/

Complaints Handling Procedure

The University has a Complaints Handling Procedure which can be found here:
https://www.qmu.ac.uk/about-the-university/quality/committees-regulations-policies-and-procedures/regulations-policies-and-procedures/. The Procedure has three stages: frontline resolution, investigation and external review. If a student has a complaint, they should discuss this with someone in the area which the student wishes to complain about (for example, for a complaint relating to speech and hearing sciences, this should be discussed with the Programme Leader or Module Coordinator for the module concerned). The complaint will be considered under frontline resolution (unless complex) and a response will usually be given within 5 working days. If the complaint is complicated, it is the student's choice to take it to investigation stage immediately or it may be referred to the investigation stage by the person the student determined to discuss the complaint with at frontline resolution. Should the complaint be considered under the investigation stage, a response will normally be received within 20 working days.

Any queries about the complaints procedure or any complaints written on the Complaints Form may be emailed to complaints@qmu.ac.uk