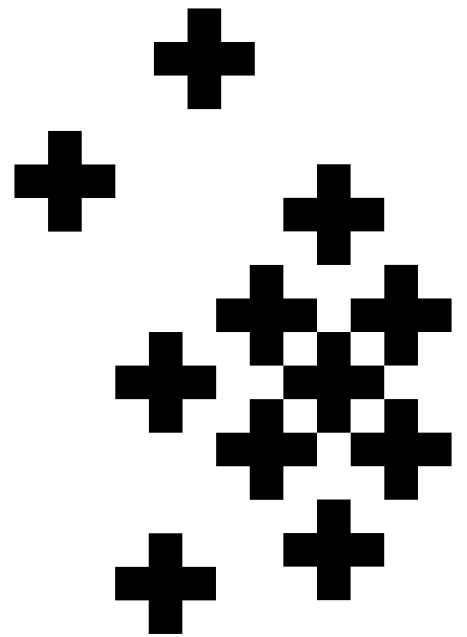




UHI | **NORTH, WEST AND HEBRIDES**
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Student Handbook 2026/2027



Welcome from the Principal

Welcome to UHI North, West and Hebrides, Scotland's newest college connecting rural and island communities across the North and West Highlands, Skye, and Outer Hebrides. You have made a great choice to study with us.

Here's some things worth knowing:

✦ We put you at the heart of everything we do – with us, you are a name, not a number. Students gave us a 94% satisfaction rating in 2025-2026 (Student Satisfaction and Engagement Survey).

✦ Our 19 campuses and centres are located in some of the world's most beautiful and inspiring places. As one of the largest UHI partners, we cover an area larger than Wales and almost 40% of Scotland's coastline.

✦ We offer more than 300 courses shaped by the culture, location and economic needs of our communities. We help people train, upskill, and retrain, providing the skills they need now, and in the future, for learning, life, and work.

I know choosing to study at college or university can be a big decision. I want you to know that we will be here every step of the way to help you achieve your personal ambitions and study goals.

We will do this by providing one-to-one tailored support, whether that's academic, practical, or personal. This is a commitment we make to all our students, whether you come into one of our campuses and centres to study with us, or you access your studies from somewhere else.



We're also working very closely with the Highlands and Islands' Students Association to make sure your voice is heard and your student experience to everything you want it to be. This really matters to us.

This student handbook provides you with a guide to our college. It will provide you with key information including how to make best use of the range of services we offer all our students. If you are unsure about anything, please speak to a member of the student services team, who will be happy to help you.

We look forward to welcoming you into our connected and caring, college and university community and hope you have a fun, rewarding and happy year.

A handwritten signature in black ink that reads "Lydia Rohmer". The signature is written in a cursive style.

Lydia Rohmer
Principal and Chief Executive

About us

UHI North, West and Hebrides is a partner of UHI, a regional further and higher education partnership serving the communities of the Highlands and Islands, Moray, and Perthshire. With 19 campuses and centres across the North and West Highlands, Skye, and Outer Hebrides, we are one of the largest partners in UHI.

“Where learning means more”

Proudly rooted in the distinctive culture, location, and landscapes of the North and West Highlands, Skye, and Outer Hebrides, we are delivering distinctive learning and research shaped by the economic needs and ambitions of our rural and island communities.

As an anchor institution, our aim is to have a transformative impact on our communities by providing courses to suit more people, at more levels, for more reasons, equipping them with the skills they need for learning, life, and work, right here in our region.

We offer courses from senior phase to postgraduate level and everything in between, including:

- + Senior phase courses for S4, S5 and S6 pupils
- + Further education
- + Apprenticeships
- + Undergraduate higher education
- + Postgraduate higher education
- + Short training courses for businesses
- + Leisure and evening courses



Through a range of courses at all levels, we're removing barriers to learning and providing pathways for you and your fellow students. You can join us on a course that suits YOUR needs, progress from one level of qualification to the next, and leave with a qualification when the time is right for you.

We also make our courses more accessible by providing our students with a variety of ways to learn, including face-to-face study on campus, online learning timetabled in a virtual classroom, online flexible study you can fit around your commitments, and work based learning.

We also co-design our courses with staff, students, local employers, and communities, to make sure they meet local employment and business needs, from the leisure classes that provide much needed social opportunities within our towns and villages, to the critical training, retraining, and upskilling needed to provide jobs of the future in the blue and green economy.



College life

Enrolment

Enrolment is something all students need to do to ensure they are registered as being a student here at the college. For most courses, this can be done online before you start. You need to sign into your student hub and follow the links for enrolment.

Once your enrolment record has been created you will receive 2 emails. Step 1 will give you your username, password, and instructions for how to set up multi factor authentication. Step 2 will provide guidance for enrolment. You must complete step 1 before attempting step 2. If you are a returning student, please proceed straight to step 2. If you do not see these instructions in your main mailbox, please check your junk folder before contacting us.

Your funding could be affected if you do not enrol.

If you are not sure how to do this, please contact your local engagement team or student services. info.nwh@uhi.ac.uk or studentsupport.nwh@uhi.ac.uk.

Further education courses

Please email your term time address with your student number to: registry.nwh@uhi.ac.uk

Higher education courses

Please log into your student hub and amend the term time address.

Accommodation

If you have moved into the area for your course, we hope you already have a place to stay, however if you still need to find somewhere or are thinking about somewhere for your next year, please contact local centre team or student services.

studentwellbeing.nwh@uhi.ac.uk.

You can find more information here:

[Study - Accommodation \(uhi.ac.uk\)](#)

Please remember to update your address for term time, to do this please see below:

FE Courses - please email your term-time address with your student number to registry.nwh@uhi.ac.uk

HE Courses - please log into your Student Hub and amend the term-time address



Induction – your first few weeks

Follow this link for your course induction details

[Information for new and returning students - UHI North, West and Hebrides](#)

This page also contains helpful guidance on Accepting your Place, Enrolling Online, Funding, Accommodation, Support Services & Induction Information.

If you have any questions, our friendly Student Support Team is here to help:

studentsupport.nwh@uhi.ac.uk + 01847 889112

Induction information: <https://www.nwh.uhi.ac.uk/en/students/information-for-new-and-returning-students/induction-information/>

Please follow Student Engagement on [Brightspace](#), [Facebook](#) and [Instagram](#).

Here are your key contacts:

studentwellbeing.nwh@uhi.ac.uk

library.nwh@uhi.ac.uk

funding.nwh@uhi.ac.uk

studentsupport.nwh@uhi.ac.uk

This is the period where you will get to know what is expected from you at college and what you can expect. The time required to adjust to a new situation is different for everyone.

We want you to know it is okay if you still need clarification or support at any time during your studies, not only regarding your course, but also student life in general. All new students will be enrolled on the UHI North, West and Hebrides Student Information and Guidance Module in Brightspace, here you will find all you need to know about help and support available throughout your student journey: <https://www.nwh.uhi.ac.uk/en/>

✚ You are expected to comply with the UHI North, West and Hebrides Policies. Please read policies as soon as possible, we will be reminding you of this.

✚ The policies you need to be aware of can be found on our Policies webpage under the heading Curriculum, Quality and Student Policies: [Governance](#).

Student Services

At UHI North, West and Hebrides, we are committed to supporting student success both personally and academically. Our experienced Student Services team are here to ensure you have access to a wide range of resources and support to make your student experience as rewarding as possible.

Whether you need guidance on personal matters, support with your studies, or help navigating student life, we are here to help.

Student Services sit within the Student Experience Department and include:

- + Learner Support
- + Student Funding
- + Student Engagement and Wellbeing
- + Learning Resource and Information Centres (Library)
- + Student Counselling

Our dedicated and friendly staff provide confidential help and advice throughout your student journey.

How to Access Student Services

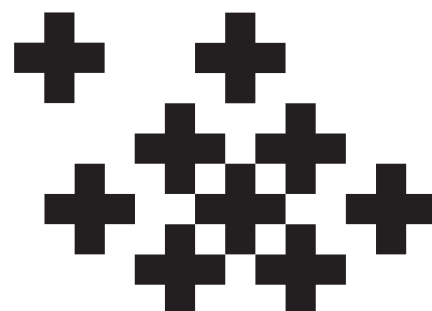
Students can access Student Services in a way that suits them:

- + By telephone
- + Online or face-to-face appointments
- + By booking time directly with staff using Microsoft Bookings links

To avoid delays (as many staff work part-time), please use the shared email inboxes below. Staff may also refer students internally to specialist services where appropriate.

Contact Student Services

- + Learner Support: studentsupport.nwh@uhi.ac.uk
- + Student Engagement & Wellbeing: studentwellbeing.nwh@uhi.ac.uk
- + Student Funding: funding.nwh@uhi.ac.uk
- + Library / Learning Resources: library.nwh@uhi.ac.uk
- + Counselling: counselling.nwh@uhi.ac.uk
- + Safeguarding: safeguarding.nwh@uhi.ac.uk



Student Support

The College has a dedicated Student Services Team who are here to provide support to all students and can help you with applications, accommodation issues, student funding, learning support, advice and guidance.

To help students we will offer advice and guidance on a wide range of matters which might affect you at college.

Your lecturer, PAT or LDW would be the first person to speak to if you have any issues or problems. They may then refer you to Student Services.

The Student Services team are responsible for supporting you during your time at the college and will talk to you about what they can offer. studentsupport.nwh@uhi.ac.uk

Support Available

There are times as a student when life can be challenging. You may be faced with difficulties and need to seek out personal advice for a variety of reasons. Student Services provide friendly and confidential services and support, where you are able to talk over your - problems in private, and if necessary, we will refer you to the college counsellor or an external reputable counselling provider.

We offer a free confidential online counselling service to all UHI students. Counselling offers you the opportunity to discuss anything which is troubling you in a safe, caring, and confidential environment. Access the online counselling service by submitting your details using our secure confidential [contact form](#). Or visit [Support - Online counselling](#)

Career Help & Support

The College offers help and resources to plan your next move when you are finishing your studies with us. We also offer the University of the Highlands and Islands (UHI) Careers Service – check out their [Facebook](#)

[page](#) or their link on the web below. They have a lot of resources and expert personnel who can arrange CV and application advice and feedback, e- guidance and personal interviews.

For more information on careers visit [Student Careers](#), [Skills Development Scotland](#) or [My World of Work](#). Handshake is a dedicated platform for all UHI students to help you find the jobs that you're looking for both during and after your studies and it makes it even easier for employers to recruit you! Don't forget to activate your Handshake account and keep your profile up to date. For any general enquiries please make contact with futures@uhi.ac.uk

Course Progression

Once you have successfully completed your course, you may want to progress to the next level. If you would like more information about how to apply for any course please visit our [courses page on the website](#) or come and see student services or speak to your centre manager.

Students with Specific Learning Needs

The learning support team are here to provide additional support assistive technology and/or assistive materials as well as confidential guidance for all students with any additional support for learning needs. Please come and talk to the team if you think you need help.

We are also available to assist Higher Education students who qualify for the Disabled Student's Allowance (DSA) with the completion of their application form and advise them on supportive technology.

How to contact us

You can contact Learning Support staff through your lecturer or make an appointment to see us through Student Services or email: studentsupport.nwh@uhi.ac.uk

Widening access

We know that some of our students are dealing with additional challenges in life, so we want to ensure that everyone who wants to study has access. If you are a Care Leaver or a Student Carer, we can offer extra support to help you focus on your course and make sure your time studying with us is enjoyable and rewarding. Visit Widening access - Widening access framework (uhi.ac.uk)

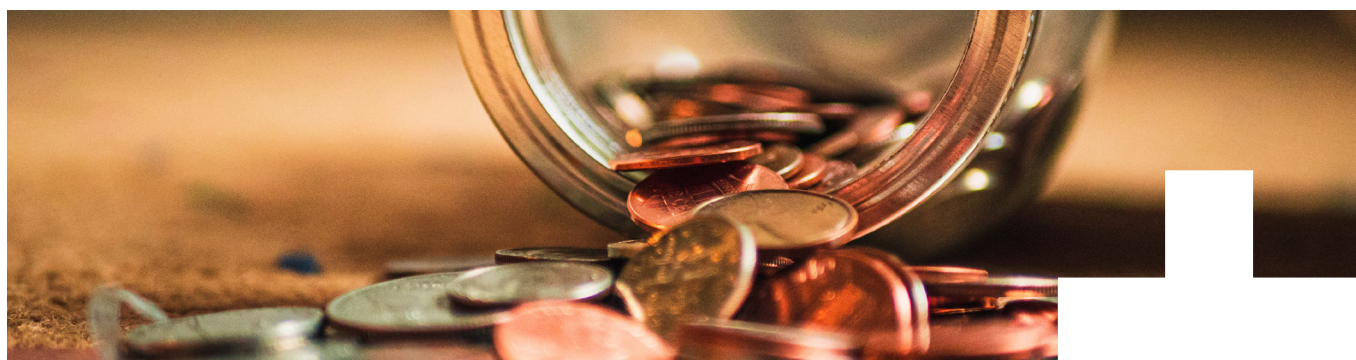


Student Funding

We appreciate that starting a course can be a nervous time and that funding can be a concern for many. There are a variety of different funding options available depending on what course you choose and your personal circumstances.

We are here to support you and can provide advice and help with completing your application.

If you require assistance, there are staff across our centres who can support you before and during your studies. Please do not hesitate to get in touch by emailing funding.nwh@uhi.ac.uk or calling **01847 889110**.



Further Education

(anything below Higher National Certificate (HNC))

Applications for 2026-27 will be open week beginning 8 June 2026. When you accept an unconditional place on a course, we will send you an email giving details on how to apply for funding. You are strongly encouraged to apply for funding at the earliest opportunity due to high numbers of applications and processing times of up to four weeks.

Applications and evidence need to be received within six weeks of starting your course for any award to be backdated.

Guidance is available on our website: Fees and Funding - UHI North, West and Hebrides or email funding.nwh@uhi.ac.uk

Higher Education

(Higher National Certificate and above)

Funding is available through Student Awards Agency Scotland (SAAS), Funding Your Future or the relevant funding body advised in your offer letter. You DO NOT have to wait until you receive an unconditional offer, and you are encouraged to apply in advance of starting your course. SAAS have several contact options available should you need to discuss your application with them.

Further details regarding childcare and discretionary funds are available here: [Fees and Funding - UHI North, West and Hebrides](#) – please note, only students who have applied to SAAS for their full-entitlement can be considered for discretionary hardship funds.

Finance and Money Matters

Education Maintenance Allowance (EMA) and Bursary applications, payments and queries.

- + Travel - travel costs for eligible Further Education Students
- + Discretionary Hardship and Childcare Funds for Further and Higher Education Students
- + General queries for Higher Education Students – eligibility and entitlement when you are a student.

Attendance

It is expected that students will make every reasonable effort to attend all classes and at the correct time. Any absence is a cause for concern and is likely to impede participation, progress and achievement. It could also impact your funding.

Please also note that late arrival or early departure from timetabled classes will also be considered when calculating periods of absence.

Student absences will be monitored by your Lecturer. Where there are repeat absences, students will be referred to Learning Development Workers or, PAT, or Student Services to determine any support that may be required and ability to progress on the course.

If you are unable to attend your course at any time, please contact the course lecturer for the day you will be missing or alternatively the reception team. If you study in a college centre, please also let the Engagement Lead know any time that you are not attending in person.

Please see the following for more guidance on absences: The expectation set out by

Council Tax

You won't have to pay Council Tax if you are a full-time student enrolled on a course requiring attendance of at least 24 weeks a year as long as you supply the council with a letter of proof after you start your course. If you need a letter for Council Tax exemption, opening a bank account or another purpose, you can do this by **Accessing UHI Records**. Go to www.studentjourney.uhi.ac.uk – log into UHI Records and go to forms in the student hub drop down. Remember to print the letter, many organisations will not accept it if shown from your phone/tablet. Please note Full time students only can access the Council Tax exemption letter.

the Student Award Agency Scotland is for students to attend all their classes; this will be assessed through attendance monitoring. Student attendance will be expressed as a percentage of the overall classes attended.

Examples of authorised absences identified by Student Award Agency Scotland include, but are not limited to:

- + Self-certificated absence because of illness. Medical certificates should normally be submitted for illnesses lasting for more than five consecutive working days
- + Religious holidays (but not other holidays)
- + Work experience placements
- + Tutor agreed exam preparation
- + Attendance at children's hearing, court, meetings related to caring responsibilities or care needs, etc.
- + Unexpected caring responsibilities, either for the student's child(ren) or an adult dependent, such as the illness of a child or dependent
- + Severe weather and transport breakdown
- + Attendance at a family funeral
- + Medical or dental appointments for

either the student, or a child or adult who is dependent on the student. This can include non-emergency appointments if these cannot be arranged outside college hours, although every effort should be made to avoid clashes with classes.

+ Fulfilment of an official position e.g. Your Students' Association representation

+ Jury duty

As soon as a student becomes aware of an absence from the criteria they should inform relevant staff via the College's official absence reporting processes.

Levels and patterns of authorised absences will be monitored to ensure the system is not abused. Any absence that is not considered a valid authorised absence will be recorded as an unauthorised absence.

Student Engagement and Wellbeing

We offer wellbeing support online, in person, or by telephone for students experiencing significant or ongoing difficulties.

Our Student Engagement and Wellbeing Officers recognise that every student has individual needs. You can contact the team directly or book an appointment using Microsoft Booking links.

We also work closely with external services to ensure you can access appropriate support while minimising any impact on your studies.

Contact:

studentwellbeing.nwh@uhi.ac.uk

[Mental Health and Wellbeing resources](#)

[Wellbeing Referral Form](#)

[Spectrum.Life](#)

Student Engagement

Student Newsletters are emailed to students. Events are promoted on campus via noticeboards and students can follow Student Support and HISA social media to keep up to date with events happening online and across our centres. [Instagram](#) / [Facebook](#).

Please visit Spectrum.Life on the Student Homepage where you will find advice, hints and tips on a 24/7 Counselling Support Service, access to Health & Wellbeing Experts, a Digital Gym, Relaxation Tips and Nutritional Advice.

You can also contact your Student Engagement & Well Being Officers here [Student Services - UHI North, West and Hebrides](#) where they can signpost you to numerous Mental Health & Well Being Resources here [Homepage - University of the Highlands and Islands](#).

Log in or sign up to view
See posts, photos and more on Facebook.

Student Counselling

UHI NWH offer an online student counselling service. Details on how to access counselling can be found here [Student Services - Crisis Counselling](#) or email counselling.nwh@uhi.ac.uk

Problems?

If you encounter a problem to do with the College, your course or the facilities, you can talk to your Personal Academic Tutor, Learner Development Worker, staff in Student Services or Reception in the first instance to see if we can help to resolve it. You can also chat to your Students' Association staff locally by clicking the following link - <https://hisa.uhi.ac.uk/advice/>



Safeguarding

UHI NWH are committed to providing a safe and supportive learning environment for all. Safeguarding is about taking preventative measures and necessary steps to keep a person/persons safe from harm or perceived harm. All staff have a duty of care to respond appropriately to any protection concerns relating to anyone to protect them from:

- + Physical Harm
- + Psychological Harm
- + Financial Harm
- + Sexual Harm
- + Neglect
- + Exploitation

At UHI NWH we have a Safeguarding Team who are there for you to speak to about any concerns you have about yourself or a fellow student. Where appropriate please e-mail safeguarding.nwh@uhi.ac.uk or visit nwh.uhi.ac.uk

Learning Resource and Information Centres

The main libraries are based in Fort William, Stornoway and Thurso. They provide books and services to all UHI North, West and Hebrides. Smaller collections are also housed at some of our other locations e.g. Alness and Dornoch. All of our main libraries provide individual and group study areas as well as PCs, plus you can also use your own laptop or college laptop (where available).

You will receive a Library induction session as part of your introduction to UHI North, West and Hebrides. This will cover advice on how to make the most of Library facilities and services. Library staff also provide ongoing support throughout the year so please just ask if you need any help from finding a book on the shelf to discovering articles for your assignments. If you would like an individual library induction, please request [online](#).

How many books can I borrow?

You may borrow up to 15 books at any one time. The standard loan period is 28 days. You will receive two automatic renewals on a standard loan however after the first four weeks a book can be recalled if it is in high demand. You can return books in person but if this is not possible, we can provide you with a Freepost address for each of our main libraries.

All students may borrow books from other partner colleges of UHI. This service is free. To request books please use the Hold button within Library Search. This will provide you with the options to click & collect or request a postal loan. Postal loans are primarily for students unable to collect books in person,

for example distance learners.

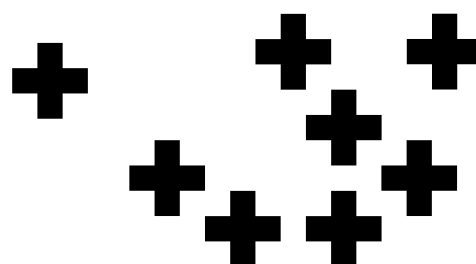
Library Search is our information discovery tool. It provides a 'Googlelike' way of searching our resources including books, eBooks and journal articles plus much more. [Sign In](#) using your student ID (your ID number) and password.

You also have access to a huge range of online resources including eBooks and eJournals. Our electronic resources provide access to not just books and full text journals but to a whole host of other resources for example, market research reports; videos; photographs; images and sound recordings to online maps. These can all be [accessed remotely](#) wherever you are located at.

Our online [Library guide](#) explains all you need to know about the library facilities and services we provide, including helpful [video guides](#), contact details and opening times. Remember Library staff are here to help you with any queries you may have, either in person, by email or via [Library Live Chat](#).

Digital Support

Students requiring Digital Support to help with their studies – please follow this link [Funding and financial support - Digital Support](#)



Course Information

If you are studying a degree course you will be assigned a PAT (Personal Academic Tutor), you will be notified about who this is at the beginning of your course. Your PAT will contact you throughout the year for informal catch-ups. However, if you are experiencing anything that will impact on your studies, either personal or academic then please discuss this with your PAT who will be able to direct you to the appropriate department.

For students studying on HND, HNC or an FE course, your local Learning Development Worker (LDW), or Lecturer is your first point of contact for any support you need during your studies.

Within the first week you should receive a Course Handbook from your lecturers and it will give you information on: Timetables, Attendance, Student Voice Reps, Assessment, UHI Academic Regulations, and Assessment Appeals, along with other information like work placements and field trips.

You also need to be aware of the following:

- + Courses may use IT and other resources, as well as being classroom based.
- + For some of the time you may also be asked to use the library and online resources or have self-study time.
- + Stationery - students will need to bring their own pens and paper and there may be times you need to buy course books. Look at the section on the Library, Facilities and Services regarding book loans

For online classes you are expected to have your camera on

- + Online students are also encouraged, where possible, to make use of campus facilities to study as this creates study communities

Please follow this link to find your nearest Learning Centre - <https://www.nwh.uhi.ac.uk/en/students/information-for-new-and-returning-students/>

Additional Costs - If you are required to attend a UHI North, West and Hebrides campus or centre for a prelim assessment this will be at your own expense.

Courses which include a final exam will take place at one of our exam centres (SQA) Alness, Auchtertyre, Fort William, Portree, Stornoway or Thurso. **Travel to this centre will be at your own expense.**

There is no charge for assessments and exams that take place in UHI North, West and Hebrides centres (Alness, Auchtertyre, Fort William, Portree, Stornoway or Thurso).

It may be possible to sit final exams at one of the other UHI campuses **who may charge for the cost of the room hire and staff invigilation. These costs will be at your own expense.** This would need to be agreed and organised by you.

Learner Engagement – The Student Voice

Student Association

The Highlands and Islands Students' Association (HISA) is a students' association that exists to represent all students in the Highlands and Islands. It is led by students, run by students, for students. HISA is a representative body, led by a full-time officer team elected every year.

These officers are:

- + HISA President
- + Vice President (Education)

These officers are elected from the student body and work full-time to represent all students across the Highlands and Islands.

Depute Presidents

UHI North, West and Hebrides students have a team of part-time elected student officers dedicated to representing students at the College. The officers are the lead student representatives for the College and will work closely with Student Voice Representatives to ensure the student voice is heard at every level. Your Student Officer Team for 2026-27 are:

- + HISA Depute President NWH (North) – **Cole Garscadden**
- + HISA Depute President NWH (West) – **TBC**
- + HISA Depute President NWH (Islands) – **Alasdair MacLeod**

HISA works to represent students in many ways. Your officer team works with student voice reps to ensure that your voice is heard as students. The officers also have seats on the College Board of Management to ensure College decision making has the students' voice at its heart.

Your officers work alongside student officers across the Highlands and Islands to ensure University decision making is in line with the student voice. HISA also provides opportunities for students to participate in clubs and societies alongside other activities, as well as working with the college to organise the annual Welcome Week Fayre.

HISA also operates an independent Advice Service to help you if you need any support during your studies. If you need help with contacting HISA, the student services team or the centre manager where you study can help you.

For more information about HISA visit: hisa.uhi.ac.uk

Student Voice Reps (SVRs)

Every class has at least one representative. SVRs collect class views and present feedback to HISA and during course committee meetings. There are also opportunities to work with SVRs across the college to contribute to improvements and shared best practice across all learning centers. SVRs through HISA may be asked to represent students in college committees

and to represent students at external events.

From building your confidence to influencing and persuading, being an SVR can have a massive impact on your CV and skills development. Getting to see 'behind the college curtains' of running a college is a really interesting opportunity that anyone can get involved in. You'll be fully trained ahead of getting started in the role and will have support from staff within HISA and your college throughout the academic year.

For more information about becoming a Student Voice Representative please contact: hisa.nwh@uhi.ac.uk

Committee Representatives

Alongside HISA and the Student Voice Rep system we have positions on UHI North, West and Hebrides Board Committees in order to have a student voice on the decisions made in the running of the College.

If you are interested in this great opportunity to improve the experience of your fellow students, you can apply for these positions at the beginning of the academic year by contacting the Student Services Team.

You could be part of the following committees:

- + The Academic Board
- + Health and Safety Committee
- + Equalities Steering group

Student Board Members

The College Board of Management are responsible for setting the strategic direction of the college and monitoring its financial viability. Another student, as well as HISA Depute President is chosen by the student population to sit on the College Board of Management.

Visit [HISA](#) to see more of what they do or to get more involved.

The Board of Management

We are governed by a [Board of Management](#) which includes representation from the student body. The Board delegates authority to the Principal, Senior Managers and college management team.

We also have [Local Advisory Boards](#) who provide a strong link between our Board of Management and the communities served by the college.

Equality, Diversity and Inclusion

UHI North, West and Hebrides is committed to equality of opportunity and believes education is a right for all. We are committed to ensuring that there will be no discrimination on the grounds of ethnic origin, religion, sex, age or disability. The College believes that there is a duty for everyone associated with the College and all its activities to play their part in ensuring equality of opportunity. Positive steps will be taken to ensure that no forms of discrimination occur.

Throughout the academic year

Computer Use

The College has strict rules regarding the use of computers, including internet and intranet access. These rules also apply to laptops loaned to you by the College. Use of College computers and systems is monitored, including email and website activity.

If you deliberately breach the College ICT Acceptable Use Policy, your access to College digital resources may be suspended immediately, and further disciplinary action may be taken.

While using College computers or networks, you must not:

- + View offensive or inappropriate material on the internet
- + Send offensive, abusive, or inappropriate emails
- + Run personal software programs or play games
- + Download software or applications other than those available through the Company Portal. The use of “portable apps” is prohibited
- + Use College systems in any way that breaches UK law

If you need to access material for legitimate course-related work that could fall into any of the categories above, you must first obtain official written permission from a lecturer and be able to provide this on request.

Printing

At the beginning of your first semester, you will receive your student ID card with an initial printing and copying balance of £10. Once this credit has been used, additional credit must be purchased.

Additional printing credit can be added online via the tile on the MyDay homepage, or by contacting Reception, Engagement Teams, or Library staff for assistance.

You can print using:

- + College PCs or laptops
- + Your own devices, including home PCs/laptops, tablets, and mobile phones

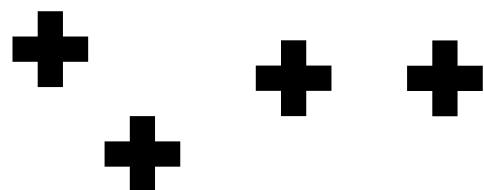
To print from your own device, visit: print.uhi.ac.uk

Log in using your student number and password. Do not add “@uhi.ac.uk” to your username.

All printing submitted through this system will be printed in black and white.

When printing from College devices, print to the queue named **UHI-Print**

You can collect your printing from any printer within your centre by logging in using your student ID details at the printer.



E-mail

You will be provided with a College email account. You should use this regularly to communicate with tutors, lecturers, and fellow students.

Assignments and messages should be sent using your College email account in the following format:

firstname.lastname@uhi.ac.uk

For example:

john.smith@uhi.ac.uk

Checking your College email regularly is essential, as important information and updates will be sent there throughout the academic year.

Multifactor Authentication

To help protect your student account and College systems, Multi-Factor Authentication (MFA) is required for all user accounts.

MFA adds an additional layer of security by requiring you to verify your identity using a second method, via a mobile app notification or authentication code, in addition to your password.

You will be prompted to set up MFA when accessing College services such as email, MyDay, Microsoft 365, and other online systems.

Using MFA helps protect your account from unauthorised access and is an important part of keeping College systems and personal information secure.

Further information and setup guidance is available at:

<https://www.uhi.ac.uk/en/lis/information-for-students/account/>

Brightspace

The College provides an internal student intranet service (Brightspace - Virtual Learning Environment) which you should take time to familiarise yourself with. It is an important source of information and acts as an electronic noticeboard for College news, updates, and events.

You will also find useful information including:

- + Assessment schedules
- + Examination timetables
- + Coursework submission deadlines
- + Student notices and announcements

You are strongly encouraged to check the intranet daily

MYDAY

MyDay is the University's central dashboard, bringing together links to key services, news, and important student information in one place

The dashboard can be personalised, works across a wide range of devices, and is also available in Gaelic

MyDay can be accessed at:

<https://myday.uhi.ac.uk>

To log in, use:

studentnumber@uhi.ac.uk

along with your usual password.

A MyDay app is also available for both iOS and Android devices. Search for "UHI MyDay" in your device's app store.

This service continues to develop and may include additional features and information over time.

Student identification cards

Virtual ID cards are available. You will be able to access yours by clicking on the “My Student ID” tile on MyDay or by following the link in your Student HUB.

This virtual ID card can be downloaded onto your phone or even printed out. Please ensure you upload a photo of yourself as part of the online enrolment process. The barcode used on the card will work with self- service machines e.g. in our library.

IT Support

If you experience issues accessing College systems or services, please log your issue with UNIDESK via MyDay in the first instance

Your request may then be transferred to local ICT Support staff if required, but all support requests should initially be raised through UNIDESK.

A live chat support service is also available through Chat (LibAnswers).

If you require urgent assistance and are based at the Thurso, Alness, Fort William, or Stornoway campuses, you may also ask to speak directly with local ICT Support staff. Otherwise, support will normally be provided remotely through the MyDay > UNIDESK process.

Software

As a student, you may be eligible to download a range of software free of charge

This may be discussed during your library induction. Further information is available at: <https://www.uhi.ac.uk/en/lis/software-downloads/>

Noticeboards

There are a number of noticeboards across centre’s with information on Jobs, Clubs, what’s on, buy/sell, health and wellbeing. Some of our centres will have designated student social areas.

Clubs

Please like and follow our [Student Support Facebook](#) page to keep up to date with events happening across the college.

Visit us online for more information. <https://hisa.uhi.ac.uk/groups/>

TOTUM (NUS Discount Card)

[TOTUM](#) is the #1 student discount card and app giving you access to huge offers on food and essentials, tech, travel and home delivery and more.



Surveys

Students may be asked to fill out surveys throughout the year.

Surveys give us a great overall picture of what all students think. Results are reviewed by staff and representatives within UHI to develop action plans for enhancement and improvement.

As part of our duty of care, UHI NWH will never knowingly disclose personal data without your consent. As such, if you wish us to be share personal data with individuals or organisations we require you to complete a Student Mandate agreement. To do this please complete the form on any of the following:

[NWH Student Services - Home](#)

[MyDay - https://myday.uhi.ac.uk/dashboardstudent-support-wellbeing](https://myday.uhi.ac.uk/dashboardstudent-support-wellbeing)

[Brightspace - Homepage - UHI NWH Student Information and Guidance 2025/26](#)



Academic Help and Support

Personal Academic Tutors & Learning Development Workers

When you join your course a Personal Academic Tutor (PAT) or a Learning Development Worker (LDW) will be assigned to your group. Your PAT or LDW will be happy to answer any queries you may have about coursework or other matters during the induction process and throughout the year.

Every full-time student with an LDW will receive one individual meeting, whilst every full-time student with a PAT will receive at least two individual meetings during the session. These meetings are to discuss your attendance, progress on your course and provide opportunities for you to discuss issues of concern and also help you to plan your next steps after college.

Complaints/Compliments

Red Button



We are committed to enhancing your student experience. Use the Red Button to let us know how we can improve our service, or to tell us what you like about your Centre!

Green Button



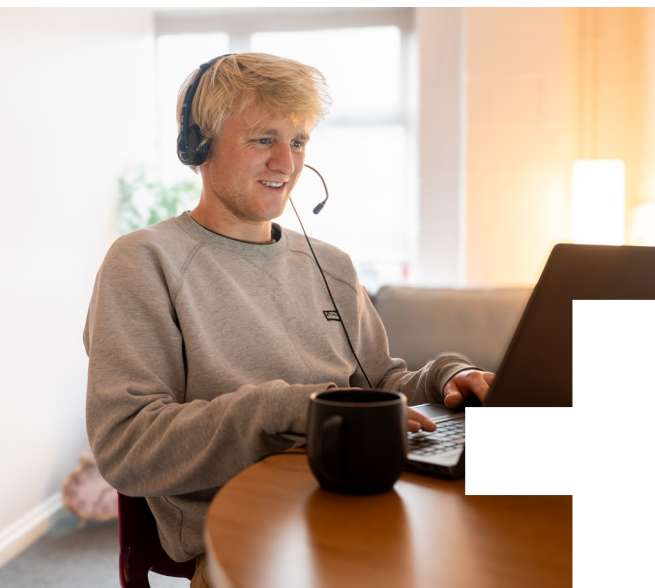
We offer a free confidential online counselling service to all UHI students. Online counselling gives you the opportunity to access counselling at a time and in a place which is convenient to you.

General Information

College Environment

At UHI North, West and Hebrides we take pride in all our learning centres and their surroundings. To keep them looking good we expect you to respect your environment and:

- + Use the recycling and litter bins provided around the learning centres
- + Use the designated smoking area and bins provided
- + Use the designated cycle racks (where available)

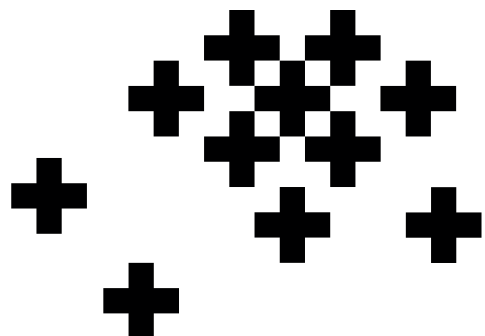


Bicycles

There are bike racks available at most of the centres, please ask at each reception for their location. Bikes are left at the owner's risk so always lock your bike when you leave it. Please also note any bikes left at the end of the summer semester will be removed and recycled.

Free Sanitary Protection

There is a supply of branded products in all the female and the accessible toilets, which is replenished daily. If you want supplies to last you for longer you can ask Student Services or reception at each campus.



Health and Safety

UHI North, West and Hebrides has a legal responsibility and a duty of care under the Health and Safety at Work Act (1974) and other statutory provisions, as well as a moral and ethical duty, to protect the health and safety of all staff, students, visitors, contractors and those affected by the activities of the college.

Students also have responsibilities under Health and Safety legislation.

You must:

- + Take reasonable care for your own health and safety and that of others who may be affected by what you do or not do
- + Co-operate regarding all aspects of health and safety
- + Correctly use work equipment and items provided, including personal protective equipment, in accordance with training or instructions
- + Wear personal protective equipment in workshops, kitchen, laboratories and work areas
- + Never interfere or misuse anything provided for health, safety or welfare.

First Aid

If you are in the building for your course, the College has First Aiders and staff trained to provide initial First Aid ask at reception.

Fire Safety

Fire action notices are posted at relevant locations and all students must familiarise themselves with the emergency fire evacuation procedures and location of emergency exit doors.

Please note a weekly fire alarm test will be carried out in your local centre. There is no need to evacuate the building at this time.

At all other times, in the event of the fire alarm sounding, you must take the following action.

Any person discovering a fire must:

- + Sound the alarm
- + Dial 999 to call the fire brigade If you hear the fire alarm you must:
- + Leave the building by the nearest signed route
- + Report to the appropriate Fire Assembly point
- + No-one is permitted to leave the campus until the Fire and Rescue Service arrive and all persons are accounted for.

College Regulations and Policies

The College is a safe and pleasant environment for people to study and work in. To ensure that continues, the College operates a number of policies.

The policies you need to be aware of can be found on our [Governance webpage](#).

+ Smoking is prohibited in all parts of the College except for at our designated outdoor smoking area. Please check with your local college centre.

+ Alcohol and drugs are not permitted within the college premises. Students attending college under the influence of alcohol or drugs will be asked to leave the premises. Disciplinary action will be taken against anyone contravening this regulation and may result in suspension from classes.

+ Knives and Offensive Weapons. Carrying a knife or other offensive weapon is against the law. Disciplinary action will be taken against anyone contravening this regulation and may result in suspension from classes or expulsion.

+ College Property. If you lose or damage College property, you will be asked to repay the cost. You will also be required to pay the cost of any damage you cause to the building or contents.

+ Consumption of Food and Drink is not permitted in any teaching rooms or the Learning Resource Centre.

+ Litter/Recycling. All litter, bottles and cans must be deposited in the recycling and litter bins provided.

+ Personal Property. The College cannot accept responsibility for loss or damage to clothing or personal property sustained on college premises. Where lockers are available to students, do not take it for granted that these are safe. Leave no valuables in lockers even if they are lockfast. Any loss should be reported immediately.

+ Mobile Phones should be switched off when you are in class or using the library. If there is a valid reason why your phone must be switched on in class, e.g. you have an ill child, please inform your lecturer. Using mobile phone cameras inappropriately will be considered to be misconduct and will be dealt with accordingly.

+ Car parking and Traffic Management

A speed limit of 10mph applies to all College carparks. Cars, motorcycles and bicycles are parked entirely at the owners risk. UHI North, West and Hebrides cannot accept any responsibility for damage caused to, or theft from, cars parked on college property. Only Blue Badge holders can park in a designated disabled person's parking space.

Events

Our Celebration of Achievement and Graduation Ceremony is an annual tertiary event, held in the autumn following the successful completion of your course. It recognises Higher Education students who are exiting with an award, as well as full-time and SVQ Level 3 Further Education students who have successfully completed their programme of study.

<https://www.nwh.uhi.ac.uk/en/graduation/>

Our Values

+ Trust

We take pride in what we do and are highly trusted by our students, staff, and partners.

+ Integrity

We take responsibility for what we do, ensuring people are at the heart of the decisions we make. We operate with openness, transparency, and respect for everyone.

+ Excellence

We are ambitious for our students, staff, college, and communities. We aim to be sector leading and drive innovation.



Student Checklist for Induction – FE (up to and including level 6)

Before your first day you should have

✚ Accepted your offer of a place – reply to the email from the Admissions team.

✚ Found out your induction day + time + location or teams link if online

[Find induction information here](#) or visit www.nwh.uhi.ac.uk and search induction.

Induction is a busy time with lots of new information to process so please use this handy checklist to make sure you have done everything you need to.

If you need help with anything, please ask your lecturers/PAT or contact

studentsupport.nwh@uhi.ac.uk

Task	Complete
Accept your offer (Click here for more information)	
Enrolled	
Applied for funding (EMA, bursary, fees)	
Logged on to your student account and set up Multi Factor Authentication (MFA)	
Attended your course induction	
Met/found out who your lecturers and learning development worker are	
Got your timetable, and know where you have to go/how to join classes	
Accessed your student email account	
Accessed your course handbook	
Know who/how to contact if you are absent	
Attended Student Services & HISA induction	
Had a campus tour – if applicable	
Attended a Brightspace induction	
Had a library tour – in person or online	
Contacted Learning Support – if applicable	
Have course specific information, eg Placements/PVGs/Equipment/Uniform/Kit	
Are set up with IT equipment, loan of laptop if needed, and access to One Drive	
Accessed the Brightspace Student Information & Guidance and Wellbeing modules	
Download MyDay app onto your phone	
Download Spectrum Life app onto your phone	
Download Brightspace Pulse app	
Follow student support on Facebook and Instagram	

Student Checklist for Induction – HE (level 7 or higher)

Before your first day you should have

+ Accepted your offer of a place – reply to the email from the Admissions team.

+ Found out your induction day + time + location or teams link if online

[Find induction information here](#) or visit www.nwh.uhi.ac.uk and search induction.

Induction is a busy time with lots of new information to process so please use this handy checklist to make sure you have done everything you need to.

If you need help with anything, please ask your lecturers/PAT or contact studentsupport.nwh@uhi.ac.uk

Task	Complete
Accept your offer (Click here for more information)	
Enrolled	
Applied for funding for your course fees (usually SAAS)	
Applied for bursary and/or loan for living expenses (usually SAAS)	
Logged on to your student account and set up Multi Factor Authentication (MFA)	
Attended your course induction	
Met/found out who your PAT and lecturers are	
Got your timetable, and know where you have to go/how to join classes	
Accessed your student email account	
Accessed your course handbook	
Know who/how to contact if you are absent	
Attended Student Services & HISA induction	
Had a campus tour – if applicable	
Attended a Brightspace induction	
Had a library tour – in person or online	
Contacted Learning Support – if applicable	
Have course specific information, eg Placements/PVGs/Equipment/Uniform/Kit	
Are set up with IT equipment, loan of laptop if needed, and access to One Drive	
Accessed the Brightspace Student Information & Guidance and Wellbeing modules	
Download MyDay app onto your phone	
Download Spectrum Life app onto your phone	
Download Brightspace Pulse app	
Follow student support on Facebook and Instagram	
Applied for HE Hardship or HE Childcare if necessary	

UHI | **NORTH, WEST AND HEBRIDES**
A TUATH, AN IAR IS INNSE GALL



Scan the QR Code to visit us online at
www.nwh.uhi.ac.uk



UHI North, West and Hebrides is a trading name of The Board of Management of UHI North, West and Hebrides which is a registered charity, number SC021215.

'S e UHI a Tuath, an Iar agus Innse Gall an t-ainm malairt a th' air Bòrd Stiùiridh UHI a Tuath, an Iar agus Innse Gall a tha na charthannas clàraichte, àireamh SC021215.