



UHI | NORTH, WEST AND HEBRIDES
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Student Handbook 2023/24

Welcome from the Principal



Welcome to UHI North, West and Hebrides, Scotland's newest and most exciting 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. We are:

- + Scotland's newest college, formed in August 2023 from the merger of UHI North Highland, UHI Outer Hebrides and UHI West Highland, three highly successful colleges in their own right with student satisfaction averaging more than 93% in 2022/2023.
- + With 19 campuses and centres in some of the world's most beautiful places, we are one of the largest UHI partners, covering an area larger than Wales and almost 40% of Scotland's coastline.
- + We are proud of our innovative, flexible and nationally recognised study model, our distinctive curriculum offer and progressive learning opportunities, and our

internationally leading research – all shaped by our culture, communities and landscapes.

- + Our courses help people train, upskill, and retrain, providing the skills they need now, and in the future, for learning, life, and work.

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. Regardless of how you study with us, you will also have full access to the full range of traditional campus services we offer.

You are joining us at an incredibly exciting time as we look to enhance the student experience further and strengthen the student voice in our new college. You are at the heart of everything we do, and we work alongside our students to make sure your time with us is the best it can be. With us, you are a name, not a number.

Your student experience and helping you realise your personal ambition really matters.

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 goals. We will do this by providing one-to-one tailored support, whether that's academic, practical, or personal.

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 support 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.

Lydia Rohmer, Principal and Chief Executive

The Board of Management

We are governed by a Board of Management who delegate authority to the Principal, Senior Managers and College Management Team. Please visit [Governance - Board Members \(uhi.ac.uk\)](https://uhi.ac.uk/governance-board-members) for further information.

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.



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 at the college. You need to sign into your student hub and follow the links for enrolment.

Your funding could be affected if you do not enrol.

If you are not sure how to do this please contact your local centre team, Customer Services or Student Services.

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.

You can find more information here: [Study - Accommodation \(uhi.ac.uk\)](https://uhi.ac.uk/study-accommodation)

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.

Student ID cards

We are now using virtual Student ID cards. 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.

Induction - your first few weeks

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 ok 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:

- + In your first few weeks you should receive a student charter, this is a document you will need to sign and return to lecturers by October 6th.
- + Part of the charter is your agreement to comply with the UHI North, West and Hebrides Policies. Therefore, please can you read the policies and then sign the charter 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](#)



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 taken into account when calculating periods of absence.

Student absence will be monitored by the Course Leader and where absence or patterns of absence required to be interviewed by the Course Leader to determine their progression 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 Centre manager know any time that you are not attending in person.

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

Funding Council 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 Scottish Funding Council 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 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.

Course Information

If you are on a Higher Education (eg HNC, HND or degree level 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 one of our further education courses, then your course leader 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, Class 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.

Throughout the academic year

Computer Use

The College has strict rules on using computers (including use of the Internet and Intranet), this includes laptops on loan to you from the college. Use of the College computers are monitored including email and website usage. If you deliberately break the College rules about use of computers, you will immediately be stopped from using computers in college and further disciplinary action might be taken against you.

While using college computers, you must not:

- + View offensive material on the Internet
- + Send offensive or abusive e-mails
- + Run personal programs or play games
- + Download programs (other than those available from the Company Portal) - use of "portable apps" is prohibited.
- + Use a computer in any way which breaks UK law
- + If you need to access material for course-related work which could fall into the above categories, you must first get official, written permission

from a college lecturer and be able to produce it on demand.

Printing

At the beginning of the first semester you will be given your student ID, this will have a balance of £10 for printing and copying. Once this has run out you will need to pay for it to be topped up. If you need the credit topping up please contact Reception, customer services or library staff who will be able to assist. You can also top-up online via a tile on the MyDay main page.

If you need to print anything, you can either use the college PC's/ Laptops or your own devices (home PC/Laptop, Mobile phone or tablet). If you are using your own devices, you need to log on to print.uhi.ac.uk

You need to use your student number and password. You do not need to add @uhi.ac.uk to this login.

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

If you are using the college devices, you must print to a queue called "UHI-Print"

otherwise it will not work. You can then collect your printing from any of the printers in your centre by swiping your physical ID card on the red spot or manually logging in with your student ID.

E-mail

You will be given a college e-mail account and you should get into the way of using this to communicate with your tutor, lecturers and fellow students.

Messages and assignments should be sent to your tutor using the college e-mail on:
firstname.lastname@uhi.ac.uk

Forexample:
john.smith@uhi.ac.uk

Intranet

The College has an in-house student Intranet service which you should take time to familiarise yourself with. It is a useful source of information and is used as an electronic

noticeboard to keep you up to date with important information and events. You will also find useful information about assessment and exam timetables and deadline dates for the submission of work. You should get into the habit of checking it daily.

MYDAY

MyDay is a dashboard created to bring together, in one place, links for you to access for key services, news and important information.

The dashboard can be personalised and will work on a range of devices and is also available in Gaelic:
myday.uhi.ac.uk

This service will be continually developing, bringing more information and features to your dashboard.

To login use your email address studentnumber@uhi.ac.uk and your usual password.

IT Support

If you have any issues with accessing systems, please log your problem with UNIDESK via MYDAY. The call may be transferred to the in-house support but it needs to be done via UNIDESK initially. A live chat function is also available via [Chat \(libanswers.com\)](http://Chat(libanswers.com))

Software

As a student you will be able to download various software for free. This may be discussed in your library induction but please use this link for further information:
uhi.ac.uk/en/lis/software-downloads/

Notice Boards

There are a number of noticeboards across centre's with information on Jobs, Clubs, what's on, buy/sell, health and wellbeing Also in the Fort William campus there is a Student Hub/Social Space located on the Mezzanine on the first floor.

Clubs

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

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.

Student Engagement

A Student News and Events tile can be accessed from MyDay or by downloading the Brightspace Pulse App. This is updated monthly.

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.

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

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

While we do not have a college-run counselling service, if you feel you need support in this way, we can refer you to local organisations.

Please email counselling.nwh@uhi.ac.uk or come to student services for referral.

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 but here is a brief introduction to the team or you.

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](#).

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](#)

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 the [Courses - UHI North, West and Hebrides](#) or come and see student services or speak to your centre manager.

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 support, there are staff across our centres who can support before and during your studies so please do not hesitate to get in touch by emailing funding.nwh@uhi.ac.uk.



Finance and Money Matters

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

- + Travel costs - bus passes and travel costs for eligible Further Education Students
- + Hardship/Discretionary and Childcare Funds
- + SAAS (Student Awards Agency Scotland) queries
- + Benefit queries – eligibility and entitlement when you are a student and have Health, Welfare and Personal Problems

Council tax

You won't have to pay council tax if you are a full-time student as long as you supply the council with a letter of proof. We have funding officers who will be able to assist you with your applications for the further education courses. If you are applying to SAAS any queries or issues with this application process will need to be discussed with SAAS directly. There is also a childcare fund that you may be eligible to claim.

Further Education (anything below HNC)

Applications for 2023-24 will open on 03/07/23. You will receive details of when you can apply and only if you have an unconditional offer. You are strongly encouraged to apply for funding at the earliest opportunity due to high numbers of applications and processing times of up to 4 weeks.

Applications and evidence need to be received within 6 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 Students (HNC 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 you have to have applied to SAAS in the first instance for support.

Student Status Letter

If you need a letter for council tax exemption, opening a bank account or another purpose, you can now get this sorted yourself. Please see the quick guide for instructions, please also print the letter off, many organisations will not accept it if shown from your phone/tablet.

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 need. 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.

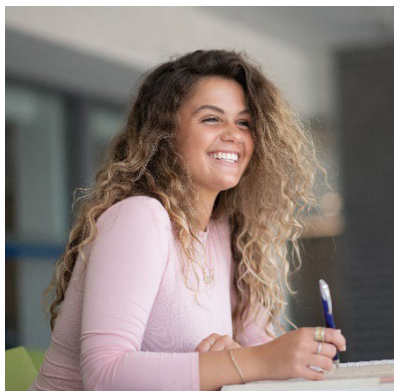
How to contact us

You can contact Learning Support staff through your lecturer or make an appointment to see us through Student Services.

Or email:
student.services.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 \(uhi.ac.uk\)](https://uhi.ac.uk)



Library Services and Facilities

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 for example 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 the 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.

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 can also access your library account to renew books. There is a useful [video](#) on Library Search produced by UHI libraries.

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 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](#).

Learner Engagement - The Student Voice

Student Association

Your Students' Association 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. Your Students' Association is a representative body, led by a full-time officer team elected every year. These officers are: Your Students' President, Vice President (Education) and Vice President (Communities). 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 2023-24 are:

Your Students' Association
Depute President NWH (North) -

Sophie Ann Bain

Your Students' Association
Depute President NWH (West) -

Shannon MacCallum

Your Students' Association
Depute President NWH
(Hebrides) - **Mark Adams**

Your Students' Association works to represent students in many ways. Your officer team works with student voicereps to ensure that your voice as students is heard. 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. Your Students' Association 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 fresher's fayre.

Your Students' Association also operates an independent [Advice Service](#) to help you if you need any support during your studies. If you need help with contacting Your Students' Association, the student services team or the centre manager where you study can help you.

For more information about Your Students' Association visit: [Your Students' Association](#)

Student Voice Reps (SVRs) Every class has at least one representative. SVRs collect class views and present feedback to Your Students' Association 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 centres. SVRs through Your Students' Association 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 full trained ahead of getting started in the role and will have support from staff within Your Students' Association 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 Your Students' Association 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 Your Students' Association Depute president is chosen by the student population to sit on the College Board of Management.

Visit [Your Students' Association](#) to see more of what they do or to get more involved.

Academic Help and Support

Personal Academic Tutors

When you join your course a Personal Academic Tutor (PAT) will be assigned to your group. This is the key person for you to talk to about everyday issues with the course or within your group. Your PAT 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 will receive at least two individual interviews from their PAT during the session. These interviews will take place to discuss your attendance, progress on your course and provide opportunities for you to discuss issues of concern and also to help you to plan your next step after College.

Problems?

If you encounter a problem to do with the College, your course or the facilities, you can talk to your Personal Academic Tutor, staff in Student Services or Reception in the first instance to see if we can help to resolve it. You can also chat to the Your Students' Association staff locally.

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 university!

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 responsibilities and duties under the Health and Safety at Work Act (1974) and other statutory provisions, as well as its moral and ethical duties of care. This covers the safety and welfare of its employees, students and other people who may be affected by the College's business activities.

Students also have responsibilities under this legislation for Health and Safety.

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.
- + **Carparking and Traffic Management**
A speed limit of 10mph applies to all College car parks. 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.

Making a Complaint

When things go wrong, we encourage you to let us know if you are not satisfied with the level of service we provide. All complaints will be dealt with seriously, fairly and quickly. If, however, there is something you feel needs addressing you can raise it here: [Student Support - Complaints \(uhi.ac.uk\)](http://uhi.ac.uk)

*this form can be found in the student support pages of our website



Events

Celebration of Achievement & Graduation Ceremony this is an annual event.

If you would like to speak to someone about an event you are interested in running please contact Your Students' Association Depute or Student Services. There are fundraising guidelines we ask everyone to use if they are planning any events to raise money. Please speak to Student Services for a copy of these guidelines



