

Student Handbook 2011/2012



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www.borderscollege.ac.uk

Charity No. SC021180

BORDERS



COLLEGE

Charity No. SC021180

STUDENT
Handbook

August 2011 - August 2012

Student Handbook Information.....	Pages 1-26
Student Handbook Contents	Page 7
Index.....	Page 27

Tel: 08700 50 51 52

Web: www.borderscollege.ac.uk

Email: enquiries@borderscollege.ac.uk

If you would like a copy of this handbook in an alternative format, please contact our Student Advice Centre on 01896 662516 or email admissions@borderscollege.ac.uk

All details correct at time of going to print



Welcome to Borders College

We are delighted that you have chosen to join the Borders College community. During your time at College, while you are following your course of study, you will be given the opportunity to learn, to try new things and to develop your skills, your knowledge and yourself as an individual. As a College we aim to inspire growth, create opportunity and raise aspirations and we hope that the time you spend with us will enable you to reach your full potential. While you are a Borders College student

you will receive understanding and encouragement and you will be treated as an individual, with fairness and respect. In return we expect you to treat all members of our community with the same fairness and respect.

Joining Borders College gives you access to our new buildings and facilities. I am sure that you will find the facilities and resources at College the most up-to-date you have ever known. Our vocational areas and classrooms have been designed to give you the best learning experience possible and the social and study spaces should help you to enjoy all of your time at College.

Starting at College can be an anxious time, with new people and new places to get used to. Borders College has first class student support services and you will learn more about these services right at the start. We will work with you throughout your course to help you achieve success and to have a rewarding experience as a student of the College.

In this Student Handbook you will find useful information about the College, its facilities and resources. You will also find information about the different types of support you can receive - financial support, learning support and guidance and welfare support.

The Handbook also contains information about how you can get involved in the life and work of the College. The “student voice” is very important to us and we want to hear what you think of your learning experience and of the overall experience you have as a student of the College.

We have also included brief descriptions of guidelines and policies that you need to be aware of. Whenever you need to look at these in detail, they can be found at the Borders College website, under the heading ‘College Documents’.

We hope the information in this Handbook will be useful. No doubt there may be other things you want to ask about from time to time. Do, please, ask staff - all will be helpful and approachable.

Wishing you every success!

A handwritten signature in black ink, appearing to read 'Liz McIntyre'.

Liz McIntyre

College Principal

Borders College Student Charter

- Staff and students should treat each other with decency, friendliness and respect
- Every type of learner will be equally valued
- Staff will not promise students things they can't deliver and will be honest
- Students should respect the property and rights of their fellow students and the College as a whole
- Students will be encouraged to develop their citizenship skills through representing their fellow learners in a variety of ways
- Students will encounter staff who are positive, knowledgeable and approachable
- Students and staff are expected to stand up for peoples rights and challenge discrimination or bullying
- Students can expect staff to talk to them clearly and straightforwardly
- Students will be given the chance to be involved in influencing the learning and teaching, as class representatives, as members of faculty councils or through the Student Association or through policies, developments and procedures which affect them
- Students should make every effort to turn up on time for class sessions and after breaks, thus respecting their teachers and fellow learners

This Charter was produced with the input of College learners at Student Council meetings.

Calendar

Session 2011/2012

August 2011

Thursday	11 August 2011	Term Time Only Support Staff Return
Monday	15 August 2011	Lecturing Staff Return & Staff Briefing (AM only - Essential)
Tuesday	16 August 2011	Staff Training & Development
Wed-Monday	17-22 August 2011	Enrolment
Monday	29 August 2011	Term 1 Begins and Start of Block 1

September 2011

Monday	12 September 2011	September Evening Classes Start
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October 2011

Friday	7 October 2011	Term 1 Ends
Mon-Friday	10-14 October 2011	Autumn Holiday
Monday	17 October 2011	Term 2 Begins

November 2011

Friday	11 November 2011	Staff Training & Development, Student Study Day
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December 2011

Wednesday	21 December 2011	Term 2 Ends
Thurs-Wednesday	22 Dec 2011-4 Jan 2012	Christmas Holiday (Teaching Staff only)
Mon-Tuesday	26 Dec 2011-3 Jan 2012	Christmas Holiday (Support Staff only)

January 2012

Wednesday	4 January 2012	Support Staff return
Thursday	5 January 2012	Term 3 Begins
Monday	16 January 2012	January Evening Classes Start
Friday	20 January 2012	End of Block 1
Monday	23 January 2012	Start of Block 2

February 2012

Monday	13 February 2012	Mid-term Holiday
Tue-Friday	14-17 February 2012	Student Study Period
Wednesday	15 February 2012	Staff Training & Development
Mon-Friday	20 Feb-2 Mar 2012	Prelims

April 2012

Friday	30 March 2012	Term 3 Ends
Mon-Friday	2-13 April 2012	Spring Holiday
Monday	16 April 2012	Term 4 Begins
Wednesday	25 April 2012	SQA Exam Diet Starts

May 2012

Monday	7 May 2012	May Holiday
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June 2012

Friday	8 June 2012	SQA Exam Diet Ends
Friday	15 June 2012	Term 4 Ends and End of Block 2
Wednesday	20 June 2012	Staff Training & Development/Well-being Activities Day
Friday	22 June 2012	Lecturing Staff Finish

SESSION 2012/2013

August 2012

Monday	13 August 2012	Lecturing Staff Return
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N.B. All Awarding Body Examination Deadline Information can be obtained from the Student Records Department

BORDERS

 COLLEGE
Contents

Student Charter	5
Student Calendar	6
Steps to Induction	8-9
Section 1: Some Things You Need to Know	10-11
College Day	10
Student ID Card	10
College Libraries	10
Getting Around.....	11
Travel Arrangements	11
Snack and Lunch Arrangements	11
Section 2: Help and Support Throughout Your Studies	12-13
Student Guidance and PLP	12
Student Guidance Policy	12
Student Welfare Service.....	12
Extended Learning Support.....	12
Careers Service.....	13
Financial Support	13
Adverse Weather.....	13
Playgroups, Nurseries and Childminders.....	13
Council Tax Rebate	13
Section 3: What the College Asks of You	14-18
Positive Behaviour	14
Student Discipline Policy	15
Student Regulations	15
Scottish Borders Campus Orientation Map.....	16-17
Smoking at Work Policy	18
Sustainability.....	18
Section 4: Get Involved	19-20
The Students Association	19
Comments, Suggestions or Complaints.....	20
Section 5: Let's Get Serious	21-23
Examination Arrangements.....	21
Core Skills	21
Examination Fees.....	21
Student Internet Access Information	21
Copyright Information for Students	22
Assessment of Your Course Work	23
Academic Appeals	23
College Policies	23
Print Quota.....	23
Section 6: Useful Information	24-26
College Addresses	24
List of Useful Contacts.....	25-26
Index.....	27



Steps to Induction

Faculty and Site Information

(To be completed by each student within the first 4 weeks of the start of the course)

Course Title: Date Course Started:

Student's Name: Campus:

DO YOU KNOW?	Section Number	Tick when information known
1 The time you start in the morning and finish in the afternoon The time you have coffee breaks and lunch arrangements	1	
2 Why you need a student Photo ID Card	1	
3 Where the Library is located What facilities are available in the Library	1	
4 The name of your Course Tutor and how your Course Tutor will provide guidance and support while you study at College (Refer to Student Guidance Policy)	2	
5 About the Acceptable Use of the Internet	3, 5	
6 Where to obtain a copy of any of the Student Policies on the Borders College Web Site	5	
7 What the College expects of you while you are studying here (Refer to Student Discipline Policy)	3	
8 What to do if you are late for class, absent or ill How to obtain a Self Certificate Form	3	
9 What to do if you have a comment, suggestion or complaint about the College or your course	4	
10 About class representation, Faculty Councils and the Student Association	4	
11 Where to get additional support and advice (Refer to Student Support Booklet and Student Advice Centre)	1, 2	
12 About your assessment arrangements (Refer to Guide to Being Assessed)	5	
13 How your studies are financed Your travel arrangements and how they are financed	1	
14 What copyright is	5	

Steps to Induction	
Faculty and Site Information	
DO YOU KNOW?	Tick when information known
15 The College address and telephone number	
16 The College fire drill	
17 The procedure for emergencies, for example if you or someone else has an accident	
18 Your term and holiday dates Refer to Calendar	
19 The correct title of your course	
20 Which equipment is required for your course, for example uniforms, books and stationery	
21 Which jobs you will be qualified for after successful completion of your course	
22 What your Learning Agreement is for	
23 What are Core Skills and Personal Learning Plans	

List of Documents to be explained, discussed, then to be signed and retained in the Department file
Learning Agreement *
Work Experience/Student Excursion *
Confidentiality Statement (Work Experience) *
Consent Form - Photographs/videos (under 16 years) *

* Must be signed and returned.

Section 1: Some Things You Need to Know

College Day



College classes normally start each day at 9.00am. There is a morning break, a lunch break and an afternoon break and most classes finish at 4.15pm. However, some classes vary from the normal times. Your course tutor will tell you if this is the case.

Student ID Card

Following enrolment you will be given a Student ID Card. This includes your photograph and **must be carried with you at all times**. It is important for security reasons.



College Libraries

The Campus Library is situated in the middle of the ground floor of the Main Campus Building in Galashiels. There is also a Learning Centre at our Newtown St. Boswells Campus. Students at the Hawick Learning Campus are welcome to use all of our resources.

The Libraries are there to help you find the information you need to complete your studies successfully.

At the Campus Library and the Newtown St. Boswells Learning Centre you will find:

- Helpful staff who will help you find the information you need for successful learning at Borders College
- Textbooks, magazines, newspapers and other quality printed resources
- Quality online resources and advice on how to access them

- Information on careers, study skills, employability and much more
- Facilities for printing, photocopying, scanning and binding

Most stock can be borrowed from the Campus Library and the Newtown St. Boswells Learning Centre. Borders College students can borrow up to ten items for a standard loan period of three weeks. However, if someone else requests an item you have on loan, it can be recalled before the due date. If this happens, we will send you an email.

The Library service is shared with Heriot-Watt University, which provides Borders College staff and students with access to a huge range of additional printed resources. Items from the University's Edinburgh Campus can be requested and are delivered daily.

If you want to keep your loans out for longer than the agreed date it is important that you renew them.

There are 4 ways to renew your loans

1. Online from the Library Catalogue at <http://hw.lib.ed.ac.uk>. Click on "Patron Functions" at the top of the page
2. Visit the Library Service Desk
3. Email us at SBCServiceDesk@hw.ac.uk
4. Telephone us on 01896-89-2185.

If your loans are overdue you will be charged for each day your loans are past their due date. Fines start at 20p per day.

We will send overdue and recall messages to your College email address, so please make sure you check your College email regularly!

We look forward to welcoming you to the Campus Library and Newtown St. Boswells Learning Centre and, if you need any assistance, please do not hesitate to ask our friendly Library staff!

Getting Around

You will receive information about the bus routes



from various locations in the Borders to the campus at which your course is based. Further travel information, including bus times and routes, can be found at www.traveline.org.uk. Orientation maps for Scottish Borders Campus are available on pages 16 and 17.

Travel Arrangements

If you qualify for a Bursary you will



be entitled to a travel pass to College. Students will be responsible for funding the first three miles of their journey if they are entitled to a mileage allowance or live within three miles of a bus stop.

Higher Education students receiving support through SAAS are required to pay for their daily travel to and from College although this cost is, at least in part, covered to those in receipt of the maximum loan available.

Please note that inappropriate behaviour will not be tolerated on public and College transport to and from College, and will be dealt with as a disciplinary matter and may result in your entitlement to travel being removed.

Snack and Lunch Arrangements

Food services at the **Scottish Borders Campus** are provided in The Union area by Aramark, an external catering provider.

Opening Hours:

- **Mon–Thurs 8.30am–7pm**
- **Friday 8.30am–4.00pm during term time**



The service will offer a wide range of food and beverage options throughout the day for Breakfast,

Lunch and Tea including: Soup, Lite Bites, Salad Bar, Jacket Potatoes and Traditional hot meal selections. Fruit and Snacks will also be available along with a branded Coffee Bar (Wicked).

The Shop

The Campus shop service is also provided by Aramark, our external catering provider. The opening hours are as follows:

- **Mon–Thurs 8.45am–4.30pm**
- **Friday 8.45am–3.30pm**

Offering a range of snacks, confectionery, soft drinks and a selection of miscellaneous retail and stationery items.

The **Newtown St Boswells** and **Hawick** Campuses provide vending services offering a selection of sandwiches, snacks, confectionery and drinks.

Section 2: Help and Support Throughout Your Studies

Student Guidance and PLP

A member of the lecturing staff will act as your course tutor who will introduce and explain how your course is organised and support you through your course. Much of this will take place during the early part of your course. Your tutor will meet with you individually once each term to discuss your progress. Our Student Advisors are available to provide personal, financial or pastoral guidance and support. Details of these services, and the staff who provide them, are in your copy of the leaflet entitled 'Borders College Student Support Service'. We are very keen to provide every possible help to assist students complete their course and achieve success – do be sure to ask for help when you need it! Each full time student will be provided with a Personal Learning Plan (PLP). This will enable you to clearly track your progress and your programme of study.



Student Guidance Policy

The College acknowledges the importance of guidance in contributing to the enhancement of a quality student experience, and student achievement and attainment.

Guidance Services offered will include:

- (i) Appropriate curricular pre-entry, on-course and pre-exit guidance.
- (ii) Effective induction for all students.
- (iii) Student financial advice.
- (iv) A comprehensive referral system within and outwith College.

The full Student Guidance Policy is available on the College website.

Student Support Services

Student Welfare Service

There are Student Welfare Advisors who can provide personal support and advice. She can be contacted in the Student Advice Centre or by telephone on 01896 662516 or by email, studentwelfare@borderscollege.ac.uk. You can also arrange an appointment at site receptions.

Extended Learning Support

Each department has a dedicated learning support tutor who will provide additional support and advice if you have a disability or health problem which affects your progress on your course. Additional help if you have a learning difficulty such as dyslexia is also available.

There are a number of ways in which staff will support your learning during your course.

- Your course tutor will give you ongoing advice and guidance on how to complete



the academic requirements of your course. This will include guidance on how best to complete assessments, projects or reports, explain ideas and terminology involved in your subject and make available appropriate and necessary literature and material. As well as this general guidance you will meet for a supportive interview with your tutor at regular intervals where your

overall progress will be discussed. Constructive feedback will be offered and the sharing of ideas will take place. It is very useful to come prepared with any matters you want to review in your tutorial, the outcomes and agreements of which will be recorded and signed by you and your tutor.

- Extended Learning Support is provided by specialist lecturers who come into College Faculties to work, often individually, with students who have a particular barrier to their learning. This could be a visual or hearing difficulty, dyslexia or some other obstacle which needs specialised help. Do please let your tutor know of any needs you have in these areas and he or she will arrange help for you, or you can self-refer using the student support form.

Careers Service

The College Careers Adviser can help you to make careers choices. This includes advice on employment, training or continuing with further study. You can also access advice on Higher Education opportunities and support with the completion of UCAS application forms.

Financial Support

Information on entitlement to Bursaries, Educational Maintenance Allowances and Awards for Higher Education Students were sent to you with your offer of place by our Student Services Department before your enrolment day. Additional copies or queries about financial support can be obtained from the Student Advice Centre or during the support clinics arranged at Galashiels, Hawick and Newtown St Boswells campuses.

To formally appeal against any aspect of your Bursary or Educational Maintenance award, please write, in the first instance, to the Student Funding Manager. She will respond to you, where possible, within ten working days of receipt of an appeal.

Everything to do with this will be explained to you in a leaflet you will receive from the Student Services Department before your course begins. For further information, telephone 01896 662516 and ask for one of the Student Funding Advisors.

Adverse Weather

In the event of adverse weather conditions, it may not be safe to travel to College. Updates on College openings and travel advice will be via notification on College website or Radio Borders. Your Course Tutor will contact you either by email or moodle to direct you on the work that you have to complete at home.

Playgroups, Nurseries and Childminders

The College has a good working relationship with a wide range of childcare services. Some financial help may be available to assist students with childcare costs whilst attending College. The Student Advice Centre can advise you about the Childcare Fund. Please note that, if your child is looked after by a childminder, the childminder must be registered if financial support is to be payable.

Council Tax Rebate

Some full time students may be entitled to a Council Tax Rebate. The Student Records Department will issue a letter which will confirm that the student is on a full-time course. These can be uplifted from Student Records.

Section 3: What the College asks of You

The staff within Borders College promote positive behaviour to students. Likewise, you are expected to have a high standard of behaviour and respect towards others.

Positive Behaviour at Borders College

- Treat others with RESPECT and you will be RESPECTED.
- Accept the VIEWS, BELIEFS, FAITH and CULTURE of others.
- Behave without RIDICULING or showing HOSTILITY to anyone.
- Act without CONDEMNING or CRITICISING others.
- Show ACCEPTANCE, APPRECIATION and APPROVAL to all staff and students within the College community.
- College staff will aim to build a mature and mutually respectful relationship with all students – this is a two-way process and we hope to see students being committed to this in the same way. Do treat fellow students with consideration and respect, regardless of disability, gender, age, academic ability, sexual orientation, ethnic origin or personal characteristics. The College is required by law not to permit any discrimination against an individual due to age, gender, sexual orientation, gender reassignment, marriage or civil partnership, pregnancy or maternity, religion, culture, race or disability and it is fully committed to the ideal and practice of fairness and respect for all members of the College community.
- Complete a self-certification form (available from the Student Advice Centre, or Reception at Hawick and Newtown St Boswells) immediately on your return if you have been absent from College. It is important that you attach your doctor's fit note, if appropriate, to your self-certification form. It is well worth keeping to these requirements or your bursary, EMA or discretionary payments could be reduced or removed.
- If your course involves attending a work experience placement, make sure your attendance is recorded by your placement supervisor or tutor so that your bursary or grant payments are protected. You may have an attendance card, which should be handed to your tutor on your first day back in College. Do inform your placement supervisor and lecturer immediately if you are absent from your placement.
- If you change your address tell your course tutor and complete a change of circumstance form.
- Prepare yourself well for classes with the appropriate textbooks, stationery, pens and paper and so on.
- You are required to have suitable personal protective equipment (PPE) for practical based courses. A proportion of the student bursary, if you are eligible to one, is to cover the costs of necessary PPE. You should be aware that failure to bring your necessary PPE with you will exclude you from your practical classes.
- Take care of your own property and be respectful of the College and fellow students' property. Do not leave your valuables unsupervised, as the College cannot accept any responsibility for loss of or damage to your property.

Student Discipline Policy

The College believes that effective learning and teaching is best achieved in an ordered and disciplined environment. Every student and member of staff has the right to such an environment as well as bearing individual responsibility for contributing to its maintenance.

Accordingly, the College has drawn up the Student Regulations, overleaf. At enrolment, each student will be informed about the Student Discipline Policy so that they, as well as staff, are clear about disciplinary matters.

The policy seeks to ensure that student discipline is maintained in a manner that promotes fair and equitable treatment of all students and provides support to all members of staff.

The Regulations will apply to all students while on College premises, on work placement, on College excursions or residential trips, at College events off-campus, travelling in College transport, online, or at any other time or place directly related to being an enrolled student.

Student Regulations

Below is a list of the kinds of behaviours and events which could lead to the Student Discipline Policy being applied. It is impossible to have an exhaustive list of every possible occurrence which could take place. These categories of events should alert students and staff to the realisation that disciplinary action may need to be taken.

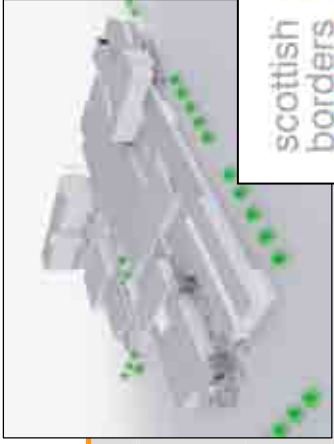
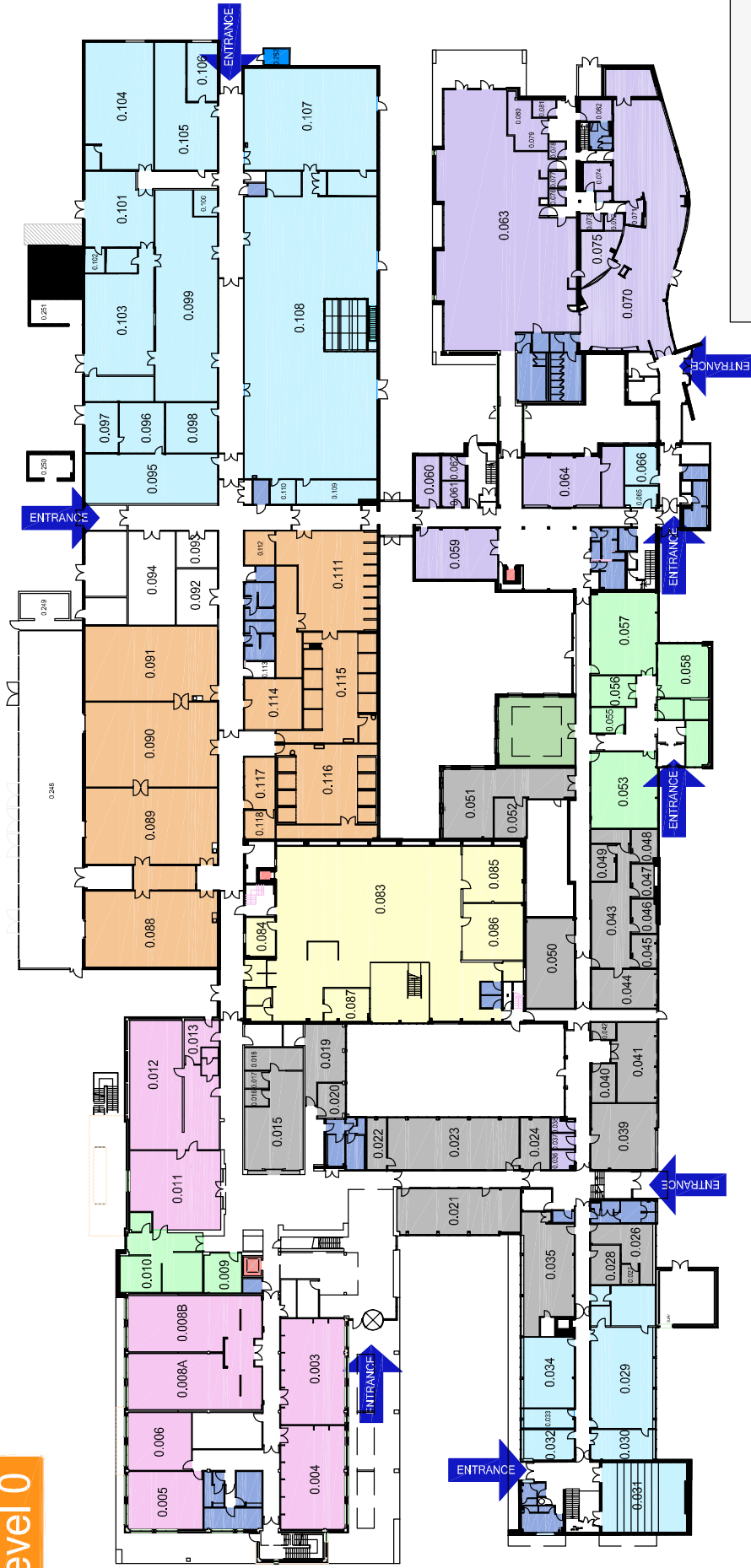
- Argumentative and failing to take responsibility for actions
- Breach of Health & Safety Regulations
- Bullying and intimidation (including cyber-bullying)

- Damage or misuse of tools, equipment or materials
- Damage to property or wilful abuse of College accommodation
- Discrimination against others based on race, age, religion, gender, disability or sexual orientation
- Failure to follow College rules and regulations
- Failure to make sufficient academic progress
- Failure to disclose criminal convictions
- Loud and disorderly conduct
- Mobile phone messages, texts or any electronic means of threatening or abusing other students
- Persistent lateness or non-attendance at classes
- Persistent low level disruption to class work or the work of other students
- Persistent use of a mobile phone during classes
- Plagiarism (using some other person's material and presenting it unacknowledged as your own) and cheating in examinations or in compiling assessable work
- Possession or under the influence of alcohol or drugs. This applies equally when travelling to and from College, at Work Placement or during excursions and events
- Refusal or repeated failure to carry out reasonable tasks or instructions
- Sexually inappropriate behaviour
- No smoking on the campus
- Theft
- Threatening or actual attacks of violence
- Use of offensive language

Note: Full details of disciplinary guidelines, procedures and rights of appeal can be seen on the College website.

Scottish Borders Campus Orientation Map

Level 0

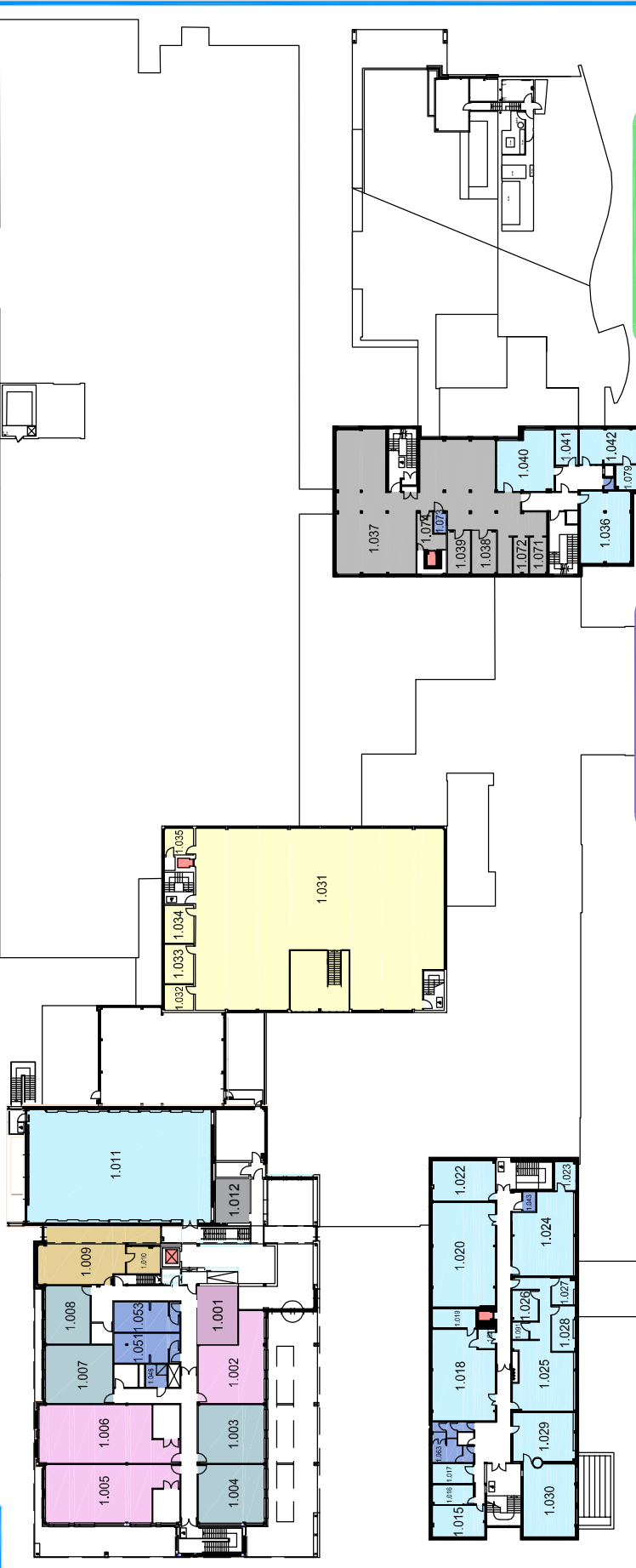


Quick Reference Guide To All Levels

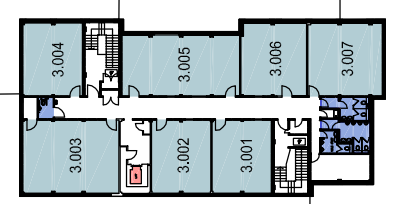
- Hairdressing, Beauty & Care
- Textile Workshops / Labs / HWU Offices
- Plumbing and Joinery Workshops
- Union & Shared HWU and Borders College Areas
- Library
- Access For Learning Areas
- Staff / Student Services
- Land Based and Leisure
- General Classrooms
- Lift
- Toilets / Changing Areas

Scottish Borders Campus Orientation Map

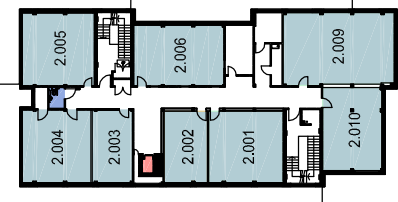
Level 1



Level 3

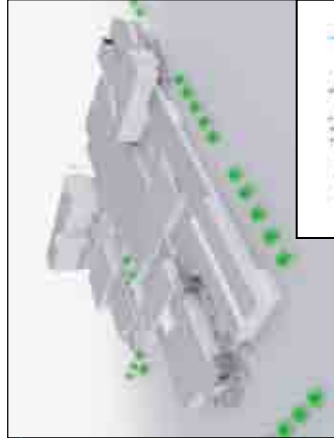


Level 2



Quick Reference Guide To All Levels

- Hairdressing, Beauty & Care
- Textile Workshops / Labs / HWU Offices
- Plumbing and Joinery Workshops
- Union & Shared HWU and Borders College Areas
- Library
- Access For Learning Areas
- Staff / Student Services
- Land Based and Leisure
- General Classrooms
- Lift
- Toilets / Changing Areas



Smoking at Work Policy

Borders College acknowledges the right of employees and students to



work and study in a smoke free environment.

Therefore, in compliance with the Smoking, Health and Social Care

(Scotland) Act 2005 and the Prohibition of Smoking in Certain Premises (Scotland) Regulations 2006, all students should adhere to the Colleges no smoking on campus requirements.

Sustainability

Borders College strives to be a responsible organisation in how it views Sustainability. The College has a Sustainability policy which will help inform both staff and students on the measures that Borders College will undertake in order to become a more sustainable college:

Borders College:

- Implemented a paper recycling scheme throughout the College.
- Developed and operates a waste recycling scheme within the Scottish Borders Campus and will continue to investigate appropriate waste recycling at our other campuses.
- Encourages staff to switch off lights when not required.
- Encourages staff to Switch off computers, monitors and other electrical items when not required.
- Encourages staff to ‘read on screen’ when appropriate and not print paper copies unnecessarily – “Think before you print”.
- Set up a staff car sharing system.

What we ask you as a student to do:

- Use the appropriate recycling bins when appropriate.
- Switch off lights when not required.
- Switch off computers, monitors and other electrical items when not required.
- Read on screen when appropriate and not print paper copies unnecessarily – “Think before you print”.
- Consider car sharing or even walking to College if possible.

Section 4: Get Involved

The Students Association

As one of our students, whether full-time or part-time, day or evening attendant, you will automatically become a member of the Students Association.

Look out for the launch of the Student Association website, TartanMonkey.co.uk

The Students Association is run *for* students *by* students. Its Executive team plans and organises a variety of activities throughout the year to encourage students to try new experiences and meet new people, giving them a wider experience of college life while increasing their learning.

Who is Involved in its Running?

We have an **Executive Committee** of main Office Bearers who see to the day-to day running of the Association.

Each Faculty has its own **Faculty Council** – a group that consists of Class Representatives, Head of Faculty, Programme Leaders and is chaired by a Class Representative elected by their peers. These groups meet every two months to influence the learning and teaching within the Faculty.

The **Students Representative Council** is made up of the Students Association Executive Committee and the Faculty Council Chairs, along with a Campus representative from the Hawick and Newtown campuses. They see that the Association is run fairly for all students and meet once per term.

Clubs and Societies

The Students Association would like to see students becoming involved in setting up clubs and societies that reflect their interests. Do you have

a hobby or interest that you'd like to share with others? If so, why not contact the Students Association office where we can help you to get started!

Get Involved!

We can be contacted at bcsa@borderscollege.ac.uk by calling in at the office at the base of the stairwell, by phoning our direct line of 01896 662680 or by speaking to any of our Office Bearers or our Association Support Officer.

We will provide training to all of our committee members and the Executive team works closely with the College's Student Support Services. Any of these officers could be selected to represent our college at conferences and meetings.

As well as completing your course successfully, we hope you will take the opportunity to become involved in the



wider aspects of being a

College student. A number of opportunities exist, many of which will enhance your curriculum vitae (CV). These are as follows, and more can be added from the ideas and imaginations of students themselves -

- acting as a class representative, presenting the viewpoints of your fellow students at Faculty Council Meetings.
- becoming involved with the Student Association, either as one of the elected office bearers or contributing on the many groups attached to the association.
- offering your services as a Student Representative on important College committees, such as ICT Facilities or Library User Groups, Curriculum

and Quality Committee, Equalities Committee, etc.

- being active in expanding social opportunities for students, starting up student societies and clubs as part of the Student Association.
- excelling in activities related to ‘Good Citizenship’, which may involve helping others and the community at large. There is a Citizenship Award made at the annual College Graduation Ceremony.

“Be involved at Borders College!”

There are also student surveys and focus groups undertaken at various points of the year, usually by way of questionnaires which you are asked to complete. Matters such as quality of accommodation, services and facilities, progress with course work are asked about. Comments made by students are taken seriously and, again, often lead to positive changes. An overall Student Survey is published each year. As you can see, the College encourages students to make their opinions known and will deal wherever possible with matters of concern. Comments and Suggestions boxes are at the campus receptions and in the library. The Union also looks for your comments on the quality of service. This feedback is discussed at user groups and the college to keep students updated on the outcomes of issues raised.

If You Have a Comment, Suggestion or Complaint

If you wish to make a comment, suggestion or a complaint, or have a problem with an aspect of the College service, you should normally raise the matter first of all with your course tutor, or at your monthly class meeting,

as often problems can be sorted out quickly and informally once we know about them. You could also complete one of the Comment and Suggestion cards and we will take note and take action where this is appropriate. If discussing the matter with your course tutor is for any reason difficult for you, you should raise the issue with your Programme Leader. If you continue to be unhappy with the way your Faculty has handled your complaint please write to the Vice Principal - Quality and Innovation.



If you follow these procedures but still are not satisfied that your complaint has been resolved, you have the option of contacting the Scottish Ombudsman at 4 Melville Street, Edinburgh EH3 7NS, Tel: 0870 011 5378, Website: www.scottishombudsman.org.uk.

Complaints relating to assessment of your work will be dealt with under the College’s Academic Appeals Procedure.

Section 5: Let's Get Serious

Examination Arrangements



You will receive a leaflet detailing this information from your course tutor at an appropriate time if your course involves examinations.

Core Skills

All full time FE students will have the opportunity within their programme to develop and maintain their core skills.

Examination Fees

Most examination fees are included in your tuition fees. Where this is not the case, you will be advised.



Student Internet Access Information

Introduction

Borders College provides students with access to the College network and Internet for education and research purposes. Students are given an individual college login and password that will allow them to access a personal email account, access to their records held within a personal learning plan (PLP), access to the College's virtual learning environment (Moodle) and storage space on the College network.



Ten Key Principles

1. Students are expected to use the College systems with courtesy and responsibility, showing respect for other users. The College

reserves the right to monitor and place restrictions on the material accessed or posted through the system.

2. Students accessing the Internet should ensure that they do so with regard to their personal safety and the safety of others. Personal information about themselves or others should not be disclosed. Students must ensure that passwords and logins are kept confidential and inform a member of staff if they are disclosed inadvertently or any other security problem is identified.
3. Students are encouraged to promptly disclose any message received that is inappropriate or makes them feel uncomfortable. A member of staff should be informed if a student has been subject to any form of cyberbullying or harassment by text, email or other social media. The College has zero tolerance to any form of bullying or harassment; will support victims of such behaviour and will investigate and act on all such incidents.
4. Students are free to publish or comment via social media, blogs and email. Publication and commentary on the web carries similar obligations to any other kind of publication or commentary. Users of social media must ensure that all posting comply with the law and are neither abusive nor offensive.
5. Where students use the internet to research topics, the source of the information should always be acknowledged within the students work. Unattributed material sourced on the internet will be treated as plagiarism and may lead to the student not passing assessments or being removed from their course.

6. Copyright law applies to material held on the internet. Students should satisfy themselves that they are not breaching any copyright law and check the college's copyright policy before copying any material, written, graphic or image from the internet. For further advice the student should contact the campus library.
7. Students should check their email regularly and delete mail that is no longer required. They should also manage their storage space on the network, removing any material that is no longer required. Where additional storage space is required they should discuss their requirements with their Course Tutor who will contact the IT helpdesk on their behalf.
8. The Internet must not be used for any illegal activity, such as the unauthorised distribution or copying of copyright material or software, spreading computer viruses, hacking into college or other systems, defamation, harassment, fraud, distribution of obscene material, or drug dealing. The College will report any illegal activity to the police and cooperate fully with any external investigation by the authorities.
9. Students should not use the network to either purchase or sell products or services.
10. Students should not attempt to gain unauthorised access to any other computer systems. This includes attempting to log in and access another student's files.

Students alleged to have violated acceptable use of the College network or internet will be provided with a written notice of the suspected violation and an opportunity to present

an explanation. They may be subject to disciplinary proceedings following the result of any investigation.

What is Copyright?

Copyright is a legal right given to everyone who creates and records an original piece of work. This right stops that work being copied by anyone else.

What is meant by 'original piece of work?'

- Books, poems, magazine or newspaper articles, or any words recorded in writing.
- Computer software, whether on a computer, CD-ROM, diskette or downloaded.
- Websites and all information and pictures on the Internet.
- Works of art, including paintings, drawings, diagrams, maps, charts, plans, engraving, graphic works, photographs, sculpture, collage, works of architecture.
- Plays, including the words of the play, and any performance of the play.
- Music, including the written score, and any performance of the music.
- Sound recordings including CDs, tape cassettes, radio programmes etc.
- Films, videos and TV programmes.

The copyright symbol © tells you that copyright in a work is protected. But this does not appear on everything and therefore it's safer to treat all works as if they are protected by copyright.

The complete Policy on Copyright can be seen in the College libraries, and is also available on the College website, under 'Policy Documents'.

Plagiarism (presenting the work of others as your own) is a serious act of misconduct and such behaviour will lead to the Student Discipline Policy being applied.

Assessment of Your Course Work

Assessment is when your lecturers mark your assessable course work to find out whether the knowledge and skills you have shown meet the requirements for a 'pass' grade. The assessments for some qualifications may also be assessed externally, by the awarding body, for example.

Work which does not receive a 'pass' grading on its first submission can be attempted again, with guidance and advice from the lecturer who has marked it. Most College courses are based on 'continuous assessment' at points throughout the course, and you will receive an assessment timetable to tell you when assessments will happen. Certain courses have examinations as their form of assessment.

Your course tutor will explain to you, during your course, which types of assessment will take place.

Full details of how assessment works can be seen on the College website under the title 'Your Guide to Being Assessed and How to Make an Academic Appeal'.

Academic Appeals Procedure

Internal Appeals Procedure:

The College operates an Internal Appeals Procedure, which allows candidates to appeal against the results of internal assessment prior to final results being sent to the relevant Awarding Body.

It would be anticipated that students first discuss results with their assessor/lecturer and only if necessary follow the Academic Appeals Procedure.

Academic Appeals are only allowed for Summative assessments.

For more information on the Academic Appeals procedure go to the Student area of the College website.

You will find the Academic Appeals procedure under Students Guide to Being Assessed and How to Make an Academic Appeal.

College Policies

There are a number of College policies, covering topics such as Equal Opportunities, Health and Safety, Internet Access, Discipline, Copyright, which have relevance for students. All College policies are available on the College web site. Particularly important information on health and safety or fire regulations, for example, will also be explained to you by staff. We are keen to involve students in policies which affect them.



Print Quota

Each full time student is allocated a print quota for the academic year. Your Course Tutor will inform you of your allocated amount. If you exceed this quota, you will have to pay for additional printing.

Section 6: Useful Information

College Addresses

Borders College,
Scottish Borders Campus
Nether Road, **Galashiels**, TD1 3HE.
Tel: **08700 50 51 52**
Fax: 01896 758179

Borders College,
Newtown St Boswells Campus
Newtown St Boswells, TD6 0PL.
Tel: **08700 50 51 52**
Fax: 01835 823649

Borders College,
Hawick Campus
Buccleuch Road, **Hawick**, TD9 0EH.
Tel: **08700 50 51 52**

Borders College,
Jedburgh Learning Centre
6 Market Place, **Jedburgh**, TD8 6AP.
Tel: **08700 50 51 52**
Fax: 01835 863781

List of Useful Contacts

CITIZENS ADVICE BUREAU

Duns Station Road	Southfield Community Centre Station Road TD11 3EL	Tel: 01361 883340
Eyemouth	Community Centre Albert Road TD14 5DE	Tel: 018907 50500
Galashiels	111 High Street	Tel: 01896 753889
Hawick	1 Towerdykeside	Tel: 01450 374266
Kelso	20 Shedden Park Road	Tel: 01573 223516
Peebles	42 Old Town	Tel: 01721 721722

CHILDLINE

Helpline	FREEPHONE	0800 1111
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PENUMBRA

Galashiels	47b Ladhope Vale	Tel: 01896 751177
Duns	3-5 North Street	Tel: 01361 884620

JOBCENTRE PLUS

Galashiels	New Reiver House High Street	Tel: 01896 612400
Berwick	15 Walkergate	Tel: 01289 356000
Eyemouth	Upper Houndlaw	Tel: 018907 43400
Hawick	5/9 North Bridge Street	Tel: 01450 403000

SKILLS DEVELOPMENT SCOTLAND

Galashiels	Waukrigg Mill Duke Street	Tel: 01896 754884
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SOCIAL WORK DEPARTMENT

Duns	14 Newton Street TD11 3DT	Tel: 01361 883050
Galashiels	4/6 Abbotsford Road TD1 3DS	Tel: 01896 755365
Hawick	5/7 Lothian Street TD9 9HB	Tel: 01450 374545
Kelso	Rose Lane TD5 7AP	Tel: 01573 223501
Peebles	Chambers Institute High Street EH45 8AF	Tel: 01721 722777
Selkirk	14/18 Chapel Street TD7 4LB	Tel: 01750 20738

SCOTTISH BORDERS COUNCIL - CUSTOMER SERVICES

Newtown St Boswells	TD6 0SA	Tel: 0300 100 1800
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HOUSING PROVIDERS

Please refer to the following website:
www.scotborders.gov.uk/life/housing_services

NAMES OF BED & BREAKFAST FOR ACCOMMODATION

Please refer to the following website: www.scot-borders.co.uk

PLAYGROUPS, NURSERIES & CHILDMINDERS

Please refer to the following website: www.scottishchildcare.gov.uk

DRUG AND ALCOHOL ABUSE

Please refer to the following website: www.daat.scot.nhs.uk

SAMARITANS

Selkirk	25 Torphichen Street	Tel: 01750 20000
also		
Borders	Helpline	Tel: 08457 90 90 90

SEXUAL HEALTH

Helpline	Tel: 01896 633 700
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RAPE CRISIS SCOTLAND

Edinburgh	Helpline	Tel: 0131 556 9437
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VICTIM SUPPORT

Tel: 01896 751212

LOCAL HOSPITALS

Melrose	Borders General Hospital	Tel: 01896 826000
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POLICE

Hawick	Tel: 01450 375051
Jedburgh	Tel: 01835 862264
Kelso	Tel: 01573 223434
Duns	Tel: 01361 882222
Eyemouth	Tel: 01890 750217
Peebles	Tel: 01721 720637
Galashiels	Tel: 01896 752222
Selkirk	Tel: 01750 721701

BUS COMPANIES AND TRAVEL ARRANGEMENTS

Please refer to the following website: www.traveline.org.uk

SCOTTISH BORDERS COUNCIL LIBRARIES

Duns	49 Newtown Street	Tel: 01361 882622
Eyemouth	Manse Road	Tel: 01890 750300
Galashiels	Lawyers Brae	Tel: 01896 752512
Hawick	North Bridge Street	Tel: 01450 372637
Kelso	Bowmont Street	Tel: 01573 223171
Peebles	High Street	Tel: 01721 720123

An extended list of local agencies and the support they offer is available from the Student Advice Centre.

Index

Accommodation	26	Internet Access	21
Alcoholism	26	Job Centre	25
Appeals	23	Libraries	10, 26
Assessment	23	Learning Support	12
Bed & Breakfast	26	Lunch	11
Behaviour	14	Map	16, 17
Bursaries	13	Nurseries	13, 26
Bus Companies	26	Penumbra	25
Calendar	6	Personal Learning Plan	12
Careers Service	13	Playgroups	13, 26
Childline	25	Police	26
Childminders	13, 26	Print Quota	23
Citizens Advice Bureau	25	Rape Helpline	26
College Addresses	24	Samaritans	26
College Day	10	Scottish Borders Council	25
College Policies	23	Sexual Health	26
Comments	20	Smoking at Work	18
Complaints	20	Social Work Department	25
Computer Equipment	21	Student Charter	5
Copyright	22	Student Guidance	12
Core Skills	21	Student ID Card	10
Council Tax Rebate	13	Student Regulations	15
Discipline	15	Student Support Services	12
Drugs	26	Student Welfare	12
Examination Arrangements	21	Students Association	19
Examination Fees	21	Suggestions	20
Financial Support	13	Sustainability	18
Hospitals	26	Travel Arrangements	11
Housing Providers	26	Weather	13
Induction	8		

Notes

Notes

Notes

BORDERS



COLLEGE

Charity No. SC021180

Tel: 08700 50 51 52

www.borderscollege.ac.uk



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Campuses and Learning Facilities in Duns, Galashiels, Hawick, Jedburgh, Newtown St Boswells and Peebles
Head Office, Borders College, Scottish Borders Campus, Nether Road, Galashiels, TD1 3HE

Our Scottish Borders
Your future

STUDENTS ASSOCIATION



Borders College Students Association aims are:

- ✓ To be the student's voice
- ✓ Help students get more out of their college experience
- ✓ Provide support on personal, financial and educational matters
- ✓ Coordinate student social and charity events

Tartan Monkey

Helping you make the most of college life.

www.tartanmonkey.co.uk



Find us on Facebook

t: 01896 662680

e: bcsa@borderscollege.ac.uk