

CONTENTS _____ **Page No**

Student Charter _____ 1

Lews Castle College Policies

Student Disciplinary Policy _____ 1-2

Disciplinary Procedure _____ 2

College Attendance Policy _____ 3-4

Grievance and Complaints Procedures _____ 4

Anti-Bullying Policy _____ 5

Misconduct and Anti-Bullying Procedures _____ 5

Children, Young People and Vulnerable Adults Policy _____ 6

UHI Policies information _____ 6

Assessment Information _____ 6

Appeals and Complaints _____ 6

Academic Regulation and Mitigating Circumstances _____ 7

UHI Degree Results _____ 7

HN Degree Results _____ 7

Policies Available on the College Website at www.lews.uhi.ac.uk 7

Student Charter

The UHI Student Charter will help students and staff to work together to meet their shared objectives and responsibilities. UHI is committed to equality of opportunity and non-discrimination in all aspects of its work and study, and values diversity. The Charter applies to all potential and enrolled students of UHI. Students also have responsibilities, and the Charter sets out UHI's expectations of its students in respect of the part they should play as active and independent partners in their learning experience.

This Charter, along with the UHI policies for access and equal opportunities, has been developed to ensure that all students have the opportunity to maximise their educational potential at UHI.

A hard copy is included in your Induction Pack and it can also be found on www.uhi.ac/charter

Student Disciplinary Policy

General Introduction

All students are informed about the College Regulations, Code of Conduct and Disciplinary Procedures at induction. Elements of these are also contained in the Learning Agreements signed by all students on enrolment, which emphasise courtesy, respect and individual responsibility at all times. It is the students' responsibility to read and understand them and ask for clarification if required.

All students are expected to maintain a certain standard of behaviour, to attend college regularly and to make progress on their course. Where students behave in a way that falls below this standard then the Disciplinary procedure may be used.

Any breach of the College Regulations or Code of Conduct may be treated as a breach of Disciplinary Policy. Whilst some issues can be resolved informally between Students and staff, there are times when this is not possible or appropriate and the formal Disciplinary Procedure needs to be used.

Purpose

The aim of this Student Disciplinary Policy is to provide a consistent approach to student disciplinary issues across the college and in so doing:

- Safeguard the students learning experience from disruption caused by their own or others misconduct
- Promote fair and equitable treatment of all students
- Clarify students rights in respect of any disciplinary action resulting from their misconduct
- Identify staff responsibilities in handling disciplinary issues.

This policy applies to all students whilst on College premises, work placement, college excursions or events, travelling in college transport or when engaged in any college activity.

College Code of Conduct

College rules and regulations exist to ensure good order and discipline. Good conduct is expected from all students. Details are in the Student Handbook.

College Regulations

These are available in the Student Handbook issued to all full-time students at the start of your course. Copies are also available from Reception on all sites, Student Services and on the College's website.

Disciplinary Procedure

Stage One - Verbal warning

College staff may issue a verbal warning and record it on a Student Discipline Form. The form must be signed by the appropriate member of staff, witnessed by another and countersigned by the student. If the student refuses to sign, this must be noted on the form. It is kept by the Student Advisor for that course.

Stage Two – First Written Warning

The next time there is an issue, College staff may issue a written warning, specifying the reason, on a First Written Warning Letter, which is either handed to the student or sent by recorded mail to their address, as soon as possible after the incident, preferably within one working day.

The student has seven days from receipt of the letter to appeal against the warning, by writing to the Head of Section, giving their reasons for appeal.

Stage Three – Second and Final Written Warning

Any further issue or incident will lead to College staff issuing a Second Written Warning Letter, specifying the reason, which is either handed to the student or sent by recorded mail to their address as soon as possible after the incident, preferably within one working day.

The student has seven days from receipt to appeal against the warning, in writing, to the Director of Academic Affairs.

Stage 4 - Dismissal

In the event of another incident or a continuation of below standard behaviour, the student is dismissed. A letter is sent by recorded mail outlining the reasons for dismissal and giving the dates of the previous verbal and written warnings. The student has seven days from receipt to appeal, in writing, to the Principal.

There is no further appeal process.

Note: Duration of warnings

Warnings will be disregarded at the end of an academic year. Where a student is dismissed, the dismissal will be disregarded after one calendar year, subject to the student signing an undertaking to conform to the college code of conduct on re-enrolment.

College Attendance Policy

The College is a community, and as with all communities, must have some basic ground rules if it is to function effectively. The College policy on attendance and conduct is similar to that found in any workplace. There are consequences if you fail to keep to it.

By taking up a place at College, you have agreed to attend your course in order to gain qualifications. In order to achieve those you need to attend regularly and punctually. Poor attendance affects your work. It can also affect other students in your group, especially where group or team work is involved.

It is your responsibility as a student to ensure you understand the policy and procedure.

If you cannot come in to college you must phone Reception on 01851 770000 by 9 am clearly stating your name, course and the reason why you cannot come in.

If you are a student at Benbecula phone Reception on 01851 770500, or for Taigh Chearsabhaigh phone 01876 770702.

Sickness

- For periods of sickness absence of less than seven days, (inclusive of Saturday and Sunday) you should complete a **Student Sickness Absence Certificate** on your first day back. This should be returned to Student Services **within two days** of your return.
- If you are absent for seven days (including Saturday and Sunday) or more because of sickness, you will need to obtain a '**Statement of Fitness for Work**' from your doctor, which you need to bring into college on your first day back.
- Prolonged periods of absence due to illness or injury must be backed up by medical certificates which you should forward to your Student Advisor. Do not wait until you return to college.
- If you have an on-going medical condition which may affect your attendance, we will ask you to provide a letter from your GP confirming this.

Timekeeping/Unauthorised Early Departure

Late arrival or leaving early will be recorded in the register. Students are expected to account for late arrivals to their Student Advisors, in advance where possible. Early departure must also be agreed by the Student Advisor in advance.

Persistent unauthorised late arrival/early departure will lead to the Student Advisor meeting with the student. If no satisfactory explanation is received, it will count as a Disciplinary offence and the Student Disciplinary Procedure will be followed.

Please note:

- If you are absent from College for a period of 2 weeks without explanation, your place will be withdrawn.
- If personal or financial difficulties are the cause of your absence, you can discuss this in confidence with any of the Student Services staff.
- Persistent, unexplained absenteeism can lead to disciplinary action being taken against you.
- Your attendance may affect any Discretionary Funding you receive.

Grievance and Complaints Procedure

The College has a procedure designed to protect students from unfair application of the Code of Conduct. The grievance procedure allows you to pursue a problem which you feel needs to be resolved.

If you experience a difficulty at College, you should make every effort to resolve the matter through informal discussion. Discussion in the first instance should be with the person directly concerned, whether it is another student or a member of staff.

If this is not possible, you should take the matter to your Student Adviser.

If it is still unresolved, go to your Head of Section.

If having tried this, you are still dissatisfied, you can submit a formal complaint via the **UHI Student Complaints Policy and Procedure** explained in detail on the UHI web site at www.uhi.ac.uk

Anti-Bullying Policy

Bullying is an act of aggression causing pain, discomfort or embarrassment to another. It includes name-calling, physical violence, emotional hurt, territorial ownership, put-downs, exclusion, demands for money or possessions. Lews Castle College is committed to providing an environment where students and lecturers have the right to learn and teach free from harm or intimidation. Each member of the College community is valued and respected; each has basic rights. Bullying is not acceptable behaviour at Lews Castle College.

To help counter bullying, all staff will:

- Provide information on the unacceptable nature of bullying to students via the curriculum and guidance periods
- Advise students of more appropriate behaviours – bullying will not be tolerated
- Be receptive and supportive to victims of bullying.

Students can also help by:

- Telling someone who can help, e.g. a member of staff **and** not joining in any bullying
- Keeping a record of incidents
- If bullying does occur, report the incident to your Student Adviser.

Bullying is unacceptable and disciplinary action will be taken against any student who bullies a fellow student.

Misconduct and Anti-Bullying Procedures

1. If a student is involved in a breach of College regulations or policy or an incident of misconduct or alleges that they are being bullied, then details of the breach, incident or allegation are recorded on pages 1 and 2 of the Incident of Misconduct/Allegations of Bullying Report and signed by College staff and the student. The procedure is explained to the student and a response guaranteed within a week.
2. The report is sent to the relevant Head of Section who investigates the incident/allegations and recommends a course of action. This information is recorded on page 3 of the Incident of Misconduct/Allegations of Bullying Report. The Head of Section's investigations will involve discussions with College staff and students. The Head of Section may consider that the incident is minor and may wish to resolve the matter within the section or in more serious cases they may recommend a course of action that the College SMT consider and report back on.

3. If the Head of Section considers the incident to be resolved then the original is returned to the Student Adviser for retention. The student is then informed of the report's findings and any resulting actions.
4. However, if further action is recommended, the document should be passed to the Director of Academic Affairs who should with the SMT investigate the incident/allegations, consider the course of action recommended by the Head of Section and record their finding and actions on page 4 of the Incident of Misconduct/Allegations of Bullying Report. The student is then informed of the report's findings and any resulting actions. This updated document is retained within the section and a copy is retained by Student Services.

Children, Young People and Adults at Risk Policy

The College has a duty of care to all students and staff. We will treat any disclosure seriously and will take action if necessary to protect children, young people or vulnerable adults.

UHI Policies Available on the UHI Website

As with any other large organisation UHI has lots of policies and regulations to ensure that as a UHI student you are treated fairly. It is important that you know where they all are and how to access them if, and when, you need them. They are all available in the policies sections at www.uhi.ac.uk

The most important ones at this stage of your studies are:

Assessment Information

Assessment is the way in which you demonstrate achievement of the learning outcomes associated with each module. There are different ways that you can demonstrate understanding e.g. essays, reports, oral presentations and exams.

Appeals and Complaints

You may find that decisions are made about your learning experience, with which you are not happy. For example, you might wish to appeal a grade for a particular module, or you might want to complain about something that happened to you in UHI. UHI treats such appeals and complaints very seriously indeed.

If you have particular problems, you should firstly approach your tutor or student adviser in an attempt to resolve the issue informally and quickly. If this is not satisfactory, then you should use the Appeals procedure and/or Complaints procedure.

Academic Regulations and Mitigating Circumstances

The academic regulations cover rules relating to assessment such as penalties for late submission, over length, academic dishonesty etc., and also information and advice about mitigating circumstances and progression.

These tend to be lengthy documents but nonetheless it is important to familiarise yourself with them and note where to find them when you need the information e.g. before submitting assessments.

The regulations vary slightly depending on the level of study – click on the link that relates to your studies.

Degree Results

Degree students are not issued with a paper transcript of results. Students must login to UHI Records at www.studentjourney.uhi.ac.uk using their college username and password, to access module results. Results should be available within 48 hours after an exam board meeting.

If a student needs to re-sit all or part of a module they will be notified of the exam date or resubmission deadline for course work by letter which is sent to their home address.

HN Results

HNC and HND students will receive a record of achievement and group award certificate (if applicable) from SQA at the completion of their programme. If you do not receive an SQA certificate please contact Student Records. Students are encouraged to check what units they have been entered for and the results that have been recorded by accessing UHI Records at www.studentjourney.uhi.ac.uk using their college username and password to login.

Other College Policies are available on the college web site www.lews.uhi.ac.uk. This includes the College's IT Policy Statement.