Student Handbook

Lews Castle College UHI
Stornoway
Isle of Lewis
HS2 0XR

Telephone: 01851 770 000
www.lews.uhi.ac.uk
facebook.com/LewsCastleCollegeUHI
@lccuhi
Now you have joined us as a student, there are some things you need to know! Please read these pages and make sure you understand the content!

**Student ID Card**

In your first few days/weeks at college you will get a student ID card – if you are based on campus you must have this with you at all times. It also acts as your library card and you use it to collect your printing or copying. If you lose or damage it, a replacement will cost you £10.

**Student Lockers**

Students studying the following courses will be allocated lockers for storage of equipment within their specific departments. Details will be given to you by your PAT.

- Engineering
- Hairdressing
- Catering

For all other Stornoway-based students, you can have a locker for a deposit of £10, refunded at the end of the academic year on returning your key. Locker keys are issued at Reception. The lockers are in A block outside room A120.
Sources of help

Reception/General Office
If you are based at the Stornoway Campus, this is the first place to go for a variety of help. It is staffed from 8.00 am to 5.00 pm from Monday to Friday during term-time. Outwith term-time, office hours are 9.00 am to 5.00 pm, Monday – Friday.
If you are based elsewhere, you can contact them via ☎ 01851 770 000 or email adminle@uhi.ac.uk

Staff here can help with:
- Enrolment/Admission queries
- Submission of assessments
- Lost property
- Student ID cards
- Purchasing extra print credit
- Buying pens, paper etc.

Student Services

We are here to help you with the issues that can stop you from focusing on your studies, wherever you are based. This includes:

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
Health, Welfare and Personal Problems
You may have problems at home, a health issue that is worrying you, or be facing homelessness or housing problems. You can talk to us in confidence about any issues that are affecting you.

We can also put you in touch with other agencies that provide specialist help and information, such as the Citizens Advice Bureau, Western Isles Foyer Project, Eilean-Siar Foodbank, Breathing Space etc.

Counselling Service
We have two College counsellors, who are completely independent of the College. One provides face to face appointments for students within reach of Stornoway. The other provides counselling via Skype for our online students and those based at our campuses in the Southern Isles.

To get in touch, email LCCtalktome@uhi.ac.uk to arrange an appointment or you can ask your Personal Academic Tutor or Student Services Staff. This service is free and completely confidential.

Online counselling is also available through UHI – you can refer yourself via https://www.uhi.ac.uk/en/students/support/online-counselling/#form

Health issues and conditions – help with your studies

If you have a health condition that may affect your ability to study effectively, or are dyslexic or dyspraxic, we may be able to provide appropriate help and support whilst you are studying. Please talk to us so we can set up a support plan tailored to your needs.

This could include extra time for exams or assessments, adaptations for computing, or one to one support, amongst other things.
We also help students through the process of applying for the Disabled Students Award from SAAS (HNC/D or degree students only).

**Care Experienced?**

If you are in or have recently left care – foster care, kinship care or live at home with social work support, please let someone in Student Services know so that we can help with funding forms, financial issues, and any general support you might need to get through your studies successfully.

The main person to contact about this is Kate Mawby and she can arrange a one-to-one chat (face to face, by phone or Skype) to find out how we can help.

**Careers Help and Support**

The College offers help and resources to plan your next move when you are finishing your studies with us. There is a careers section in the library and the College Facebook page promotes opportunities in the Highlands and Islands.

If you are taking a further education course, you can use the local **Skills Development Scotland** Offices in Stornoway and Benbecula – contact 01851 708900 or 01870 604926. They can provide help with CVs, interview skills, application forms etc. They are also holding regular drop-in sessions at the Stornoway Campus. Check out the notice boards for details!

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.

More information on careers is available at:

[http://www.uhi.ac.uk/en/students/careers](http://www.uhi.ac.uk/en/students/careers)
[www.skillsdevelopmentscotland.co.uk](http://www.skillsdevelopmentscotland.co.uk)
Contact Student Services if you are unsure where to find details about careers help.

**Free sanitary protection**

This is a new Government initiative to help relieve period poverty, and provides for any menstruating student who needs them, a supply of sanitary products free of charge from their college or university.

There is a small supply of branded products in all the female and the accessible toilets, which is replenished daily. If you want supplies to last you for a week, you can ask at the HISA Office when it is staffed. Outwith these sources, students can request a small supply from Student Services or Reception at each campus.

**How to get in touch**

The Student Services Office is located in the Stornoway Campus on the ground floor near Hairdressing. You can call in to see us, or contact us by phone or email. We are offer friendly, confidential service, so please get in touch.

General queries: lestudentservices@uhi.ac.uk
📞 01851 770242

Catherine Kelso – catherine.kelso@uhi.ac.uk
📞 01851 770242

Kate Mawby – kate.mawby@uhi.ac.uk
📞 01851 770280

David Bell – david.bell@uhi.ac.uk
📞 01851 770321

More information and our contact details can be found on the College website.
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 also 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 also provide opportunities for you to discuss issues of concern and also to help you to plan your next step after College.

Student Voice

We value our students and have a variety of ways you can get involved in the life of the College whilst you are with us:

Highlands and Islands Student Association (HISA)
Lews Castle College UHI is part of the Highlands and Islands Student Association (HISA) which represents all students at various colleges within the UHI network.

At Lews Castle College UHI the students elect a Depute President to represent student views to the wider HISA organisation and who will get involved in local events and ensuring that student views are heard within the College. The Depute President is also one of the Student Members on the College Board of Management. The HISA Office is located off the main Foyer, towards Hairdressing.
**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 the HISA Depute President, is chosen by the student population to sit on the College Board of Management.

To see more of what HISA do or to get more involved, check out [www.hisa.uhi.ac.uk](http://www.hisa.uhi.ac.uk)

**Class Representatives**
We also have a system of Class Representatives who give feedback on the course and all other aspects of College life to ensure that we know how students feel about what we offer. To find out more about how to get involved contact David Bell in Student Services [david.bell@uhi.ac.uk](mailto:david.bell@uhi.ac.uk)

**Problems?**
If you encounter a problem to do with the College, your course or the facilities, you can talk to your Personal Academic Tutor, 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 HISA staff locally.
Computing and IT Services

Printing, Photocopying, Scanning
The College has multi-function devices at each campus which can scan, copy and print – you will need your student ID card or your student number and password to be able to use them. Printers have RFID chip readers so at initial logon present your student ID card to the area on the machine indicated by a sticker and then type your student ID and Password. This will register the card to your account and can then be used for logging into the printer. Students are allocated an initial print credit when they enroll, but once this is used you will need to buy additional credit to top it up. You can top up your printing credit at the reception in the campus you attend. Students also have access to colour printing by changing the select colour setting from the default Greyscale to Auto-colour in the quality tab of the printer settings.

Computing Facilities
There are computers for general student use in the Library and in the Stornoway Learning Resource Centre. At Barra, Benbecula and Lochmaddy there are also PCs available for general student use.

All students can access the College network when outside the college by using the “My UHI” from the College’s website www.uhi.ac.uk/students

MyDay
MyDay is our student app. It is packed with fantastic features to keep you up to date with what’s going on in and around the university and local college campus, plus all the student information you require in one handy place.

As well as everyday essentials such as access to the VLE, UHI Records and email (no need to login again!), you also have links to many other useful things such as a software downloads, IT help, local support, news and more.
You can find MyDay at https://uhi.mydaycloud.com, login in with your full details, i.e., studentnumber@uhi.ac.uk, and your usual password. You can download the app from the Apple or Android store (search for MyDay). It also has a Gaelic interface.

**Student HUB**

This is the on-line system where you can access information on your EMA, Bursary, Childcare and Hardship applications, award letters and payment dates.

You can download a letter to get reduced council tax and change your address if you move.

It also has your module results and entries.

Please check your HUB account regularly, there may be things you need to do and these will be indicated on your Hub account. To access you can use the ‘UHI Records’ tile on My Day or go to www.studentjourney.uhi.ac.uk

**Email Accounts**

Every student who enrolls has an individual email account which consists of your student number followed by @uhi.ac.uk. This is the email address you must use for all your College communication. The College will contact you via this account. Staff will not respond to other email addresses used by students in order to comply with Data Protection legislation.

**Wi-Fi**

As an academic partner of the University of the Highlands and Islands, Lews Castle College offers a Wi-Fi service to all its enrolled students. It is a “bring your own” service and is provided free but is
Reporting IT Problems

Any student or member of staff can report an IT problem via the IT Servicedesk. Log into the selfservice portal at: https://uhi.unidesk.ac.uk/ where you can report an issue, see all previous tickets or check on progress updates to open tickets. You can also email 150@uhi.ac.uk or 📞 01463 279150. Please remember that mobile phones must not be used in the Library or Learning Resource Centre.

Onedrive for Students

Students own data is fully your own responsibility. OneDrive is provided to the university as part of our Office365 service. It is available to all students who have a '@uhi.ac.uk' email account. This service provides you with 1TB of cloud storage, with the ability to upload, share and access documents between and over a range of internet connected devices. This makes it easier to collaborate on documents with your peers. More information can be found at: https://www.uhi.ac.uk/en/lis/onedrive/ It is strongly advised that this is used in conjunction with or instead of USB storage.

Pendrives - Backup any USB devices frequently!

Library and Learning Resources

You will receive a Library induction session as part of your introduction to the College. This will cover advice on how to make the most of Library services and resources. 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.
Facilities, Environment and Services
The main Library is based in Stornoway. Opening times are on our webpage www.lews.uhi.ac.uk/library/. It provides books and services to all Lews Castle College students. Smaller collections are also housed at the other college learning centres.

The Library provides individual and group study areas as well as a silent study room. There are PCs located in the Library plus you can also bring your own laptop or tablet. Wi-Fi is provided throughout the college.

Two printers/copiers/scanners are located just outside the Library entrance.

You may bring bottled water/soft drinks or hot drinks with a lid into the Library, please bin/recycle appropriately. Small snacks such as a cereal bar/biscuit are also allowed in the main Library area (not in the silent study room). However messy, smelly or crunchy food is not allowed, this includes picnic lunches & hot food.

Stornoway Learning Resource Centre (LRC)
This is a large space on level 2 with pcs and study tables along with a printer/copier/scanner. No eating or drinking is permitted within the LRC.

How many books can I borrow?
You may borrow up to 15 books at any one time. The loan periods vary depending on how much a book is in demand. There is a self-service issue kiosk which you can use to borrow and return books and renew loans. Please note: to use this to borrow or renew books you will need your student ID Card.

The Library’s print collection includes over 14,000 books, most of which are available for loan. The Library’s catalogue at www.lews.uhi.ac.uk/library/ includes the Lews Castle College book collections plus all the UHI partner library print collections. The catalogue also includes links to eBooks. You can login to your Library account to renew your book loans and to see the books you have on loan. You can also see books you previously borrowed.
Inter-site Loans
All students may borrow books from other partner colleges of UHI. Loan periods across the colleges vary and are made at the discretion of Library staff at each College/UHI partner. This service is free: just ask the Library staff at Lews Castle College or alternatively email lelibrary@uhi.ac.uk for more information.

Our eResources and Collections
You also have access to a huge range of online resources including around 80,000 electronic text books and around 100,000 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 www.uhi.ac.uk/en/libraries/.

Our information discovery tool Multisearch is a good place to start. It provides a ‘Google-like’ way of searching many sources at the same time libguides.uhi.ac.uk/eresources/ms
Login using your student ID and password. You can also access your library account from within Multisearch to renew your book loans.

Students outside the Stornoway campus
Books can be posted to distance learners upon request. Freepost labels for their return are provided on a discretionary basis.

UHI online bookshop
You need to register to use this then you will qualify for free postage at https://www.johnsmith.co.uk/highlands When you purchase items any returns etc should be directed to the bookshop and not Lews Castle College or UHI.

Using Other Libraries: HE Students Only
UHI is a member of the SCONUL access scheme. This is a reciprocal scheme and grants limited rights to other libraries nationwide; ask Library staff for details or visit the Sconul webpage www.sconul.ac.uk/.
Rights and Responsibilities of Library Users
The Library service is committed to providing high quality, cost-effective information and learning resource services through a range of media, on an equitable basis to all students. In return we ask that users respect the Library environment, collections, fellow users and staff. All Library users are bound by the Lews Castle College Library Charter. Full details of this can be found on our college webpage www.lews.uhi.ac.uk/library/

Library staff are always happy to provide further help and advice either in person, by email lelibrary@uhi.ac.uk or by telephone 01851 770400.

Health and Safety

Lews Castle College has 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
A list of College first aid trained staff and location of first aid boxes can be found on the health and safety notice boards throughout College buildings. If you have an accident or are feeling unwell, you must report immediately to the lecturer in charge of the class. If you are not in class, you should report to 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 is carried out on Tuesdays at Stornoway before College hours. 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 including Promoting a Positive Learning Environment Policy, a Student Attendance Policy, a Complaints Policy, the College Charter, the Library Charter and the Academic Standards and Quality Regulations which can all be found on the College website. There is also a Code of Conduct which applies to all students.

There are in addition some common-sense regulations:

1. **Smoking** is prohibited in all parts of the College except for designated outdoor smoking areas. This includes the use of e-cigarettes.

2. **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 or expulsion.

3. **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.

4. **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.

5. **Consumption of Food and Drink** is permitted only in the College Cafeteria. It is not permitted in any teaching rooms or the Learning Resource Centre.

6. **Litter/Recycling** - All litter, bottles and cans must be deposited in the recycling and litter bins provided throughout College, and should not be left lying around the College.

7. **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.

8. **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.

9. **Car Parking and Traffic Management**
   A speed limit of 10 mph applies to all College car parks and access roads including the main road from the Lews Castle Grounds entrance gate. You must abide by the one-way system at Stornoway Campus.

   Only Blue Badge permit holders can park in a designated disabled person’s parking space.

   Cars, motor cycles and bicycles can be parked entirely at the owner’s risk. Lews Castle College cannot accept any responsibility for damage caused to or theft from cars parked on College property.