



Short Courses Credit-bearing courses

Student Handbook

2018-19

Version 1.1 (December 2018)

Short Courses, External Relations
University of Glasgow, St Andrew's Building, 11 Eldon Street
Glasgow G3 6NH

Welcome

Welcome to the Short Courses, which is part of the University of Glasgow's Directorate for External Relations, and part of University Services. We hope that you find your chosen course(s) stimulating and rewarding, and that you enjoy your time studying with us.

The Handbook has been prepared to give you some general guidance on your course(s) and programme(s) of study, an introduction to the facilities available to you, and where you can find further information. We hope that you find it useful. If you have feedback on this Handbook please do not hesitate to contact the Quality Officer for Short Courses (Janice.r.ross@glasgow.ac.uk).

Stella Heath
Director, Short Courses

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1. Key Information

The address and contact details for Short Courses are:

Short Courses
External Relations
University of Glasgow
11 Eldon Street
Glasgow G3 6NH

Tel: 0141 330 1835
Fax: 0141 330 1821
Email: shortcourses@glasgow.ac.uk
Web: <http://www.gla.ac.uk/study/short/>

Key contacts

Administration Team (The administration team will be able to assist you with any enrolment problems or questions that arise during your studies)

Tel: 0141 330 1835
E-mail: shortcourses@glasgow.ac.uk
Location: Room N402, Floor 4, St Andrew's Building
Office hours: Monday – Friday, 10.00-13.00 and 14.00-16.00

Irene Vezza
Access and Student Guidance Manager/Disability Adviser
Tel: 0141 330 1823
E-mail: Irene.Vezza@glasgow.ac.uk

Dr Janice Ross
Quality Officer
Tel: 0141 330 1825
E-mail: Janice.r.ross@glasgow.ac.uk

Stella Heath
Director, Short Courses
Tel: 0141 330 1931
E-mail: stella.heath@glasgow.ac.uk

Subject Coordinators

The academic management of our Short Courses is overseen by Subject Coordinators, who are each responsible for a cluster of courses. In the first instance, you should normally speak to your course tutor on any matter concerning your course; however, if this is not possible you may wish to contact the Subject Coordinator for advice.

SUBJECT	SUBJECT SPECIALIST
Access (management of non-academic matters) & Guidance	Irene Vezza 0141 330 1823 Irene.Vezza@glasgow.ac.uk
Archaeology	Louisa Campbell 0141 330 1784 Louisa.Campbell@glasgow.ac.uk
Art & Art History	Blair Cunningham 0141 330 1845 Blair.Cunningham@glasgow.ac.uk
Classical Studies and Egyptology	Angela McDonald 0141 330 4581 Angela.Mcdonald@glasgow.ac.uk
Creative Writing; Literature and Film; Music	Alan McMunnigall 0141 330 1849 Alan.McMunnigall@glasgow.ac.uk
History, Politics and International Affairs; Philosophy	Robert Hamilton 0141 330 1842 Robert.Hamilton@glasgow.ac.uk
Languages	Daniel Valles 0141 330 1854 Daniel.Valles@glasgow.ac.uk
Psychology and Counselling Skills; Law	Hannah Gilman 0141 330 3252 Hannah.Gilman@glasgow.ac.uk
Science	Michael Keen Michael.Keen@glasgow.ac.uk

2. Key dates and milestones 2018-19

Students will be notified about additional important dates via 'Moodle', the University's Virtual Learning Environment (VLE). It is essential that students check regularly their University email account, and log onto Moodle regularly, so that you do not miss important information.

Month and Date(s)	Milestone	Student action
10 September 2018	Start of the University academic year	
24 September 2018	Block 1 and Short Courses teaching period begins (Languages courses begin 1 October)	
September/October	Access to your student record on MyCampus, and Moodle using your GUID (Glasgow University ID)	Log on at any computing cluster using your ID number and date of birth
15 November	Student-Staff Liaison Committee (SSLC) meeting	Attend, or pass your feedback on your learning experience to your course rep.
7 December 2018	End of block 1 teaching period All UCAS forms to be completed	Final UCAS process date for all applications to University.
7 January 2019	Block 2 and teaching period begins	
18 January 2019	Board of Examiners' meeting	Your grades will be published on My Campus shortly after the Board meeting
February (and ongoing)	UCAS offers and correspondence	Check deadlines for replying to UCAS offers (www.ucas.com)
7 February	Student-Staff Liaison Committee (SSLC) meeting	Attend, or pass your feedback on your learning experience to your course rep.
8 March	Last day for students to meet with Disability Service to have exam arrangements in place for April/May exams	Note deadline, if applicable
15 March	Publication of the April/May exam timetable	Note exam dates, if applicable
22 March	End of Block 2 teaching period	
11 April	Student-Staff Liaison Committee (SSLC) meeting	Attend, or pass your feedback on your learning experience to your course rep.
22 April-17 May	Examinations period (please note that some exams may take place in the 'revision week', w/b 15	Confirm dates and venues on Registry webpage https://www.gla.ac.uk/myglasgow/registry/exams/

	April and on Saturday 27 April, 4 May and 11 May)	
6 June 2019	Board of Examiners' meeting	Your grades will be published on My Campus shortly after the Board meeting
11 June	Deadline for exam grades to be published on MyCampus (please note, results will be published up to the close of business)	Pay attention to outcomes reported via UCAS. If necessary, contact Access and Student Guidance Manager for advice about further study
14 June	Publication of July/August (resit) exams timetable	Note exam dates
27 June	Student-Staff Liaison Committee (SSLC) meeting	Attend, or pass your feedback on your learning experience to your course rep.
28 June	Last day for students to meet with Disability Service to have arrangements in place for July/August (resit) exams	Note deadline, if applicable
29 July – 16 August	Resit examinations period	Details will be communicated to relevant students.
23 August 2019	Board of Examiners' meeting	Your grades will be published on My Campus shortly after the Board meeting
29 August	Deadline for resit exam grades published on MyCampus (please note, results will be published up to the close of business)	Contact Access and Student Guidance Manager for advice about further study
9 September 2019	Board of Examiners' meeting	Your grades will be published on My Campus shortly after the Board meeting
13 September	End of the University academic year	

3. Accessing University systems

Student cards

You will need your student card to access University facilities such as the Library and to obtain your Student Glasgow University ID (GUID) number.

Students' GUID cards can be collected from the Short Courses Administration Office from 24 September onwards, during office hours. Student cards can take at least three weeks to produce once a student has enrolled on a course, therefore your card may not be available immediately, in which case your Student GUID will be issued separately.

IT Helpdesk

If you find during your studies that you have difficulties accessing University IT systems you can report and seek support at <http://www.gla.ac.uk/services/it/helpdesk/>

University GUID

Your GUID (Glasgow University ID) is your username for all Glasgow University IT systems. It is composed of your 7-digit student number and the first initial of your family name; your initial password is your date of birth in the format YYMMDD (i.e. reversed).

For example, John Smith, whose date of birth is 4th January 1959, and whose ID number is 0604056, would sign in as follows:

Username: 0604056s
Password: 590104

This initial password is not very secure so you are only permitted to use it a few times before you are locked out of all systems. To avoid this happening, change your password as soon as possible at <https://password.gla.ac.uk/change/>

Please note: the login and password that you used for applying and enrolling on Access will not work with the University's main systems.

Resetting your password

If you have forgotten your password, please go to <https://password.gla.ac.uk/reset/> where you will be asked to enter the barcode number found on your student card. If you are unable to use the reset option please contact IT Services at <http://www.gla.ac.uk/services/it/helpdesk/webform/> who will reset your password.

MyCampus

The University's 'MyCampus' is an online information management system for data about students' 'lifecycle' while at the University, for example: enrolment; academic programmes and plans; classes and attendance; and grades and awards. Different parts of MyCampus can be accessed by both staff and students, to both record and view data.

A record of all the courses you have registered for and/or completed is held on MyCampus, and this record will become part of your HEAR (Higher Education Achievement Record). Students will be able to access MyCampus via MyGlasgow (<http://www.gla.ac.uk/students/myglasgow/>). For more information on HEAR, please see below.

Your final grade for each of your courses will be published on MyCampus after the relevant Board of Examiners meeting has been held to confirm your grades. The University will send you an automatic e-mail once your grades have been published on MyCampus.

Moodle

Moodle is the University of Glasgow's centrally supported Virtual Learning Environment (VLE), which offers secure access to course material. Your tutors will use Moodle as an additional resource to classes, and it will be used to provide general information relevant to Short Courses. Moodle pages for your courses can be accessed via <http://moodle2.gla.ac.uk/course/index.php?categoryid=1231> and <http://moodle2.gla.ac.uk/my/>. It is important that you familiarise yourself with the online materials that have been prepared to supplement and support your studies.

Higher Education Achievement Record (HEAR) / transcript

The University retains a central record of your grades awarded; this can be accessed via MyCampus. Students can request a copy of their Higher Education Achievement Record (HEAR) by contacting Student Services through the following link <https://www.gla.ac.uk/myglasgow/students/sset/transcripts/>
There is no charge to current students for this service.

4. Communicating with students

General information will be disseminated via Moodle, which delivers messages to your University of Glasgow email address, as well as displaying them in the Moodle news forum. There is a 'Credit courses students' common room' Moodle page for all students on credit-bearing short courses (<https://moodle.gla.ac.uk/course/view.php?id=9953>), and most courses also have their own Moodle page. You will be either automatically enrolled on your course Moodle page, or your tutor will give you the 'Moodle key' to enable you to enrol yourself.

All personal correspondence will be sent to your University email address. We will not contact you via any other e-mail address, so you must check your University email account on a regular basis and you should use this account to contact University staff. You can set up your University email account so that all messages received are sent on to another address of your choice; guidance on how to do this can be found at <http://www.gla.ac.uk/services/it/studentemail>

Urgent updates such as a late cancellation of a class will be communicated by text/e-mail so please ensure that your mobile phone number is up-to-date. In the event of unexpected last minute changes to classes (for example, due to bad weather) we may also post on Facebook and Twitter to let you know if a class has been suddenly cancelled. You can follow on Facebook: www.facebook.com/UofGlasgowShortCourses and Twitter: @UoGShortCourses.

If you cannot attend your class for any reason, and wish to let the tutor know, please communicate directly with your tutor, using their University email address. Please do not leave a message with the Short Courses Administration team, as they cannot guarantee to be able to pass on your message.

5. General information about Short Courses provision

Course catalogue

Course descriptions, aims and intended learning outcomes, and assessment details for all courses offered in Short Courses can be found at:- <http://www.gla.ac.uk/coursecatalogue/courselist/?code=ADED&name=Adult+and+Continuing+Education>. The courses are listed by level and then alphabetically. On opening the web link to a specific course, you can download the Course Specification document, which provides further detail on the course.

SAAS Part-time fee grant (PTFG)

Details can be found in the Short Courses brochure and on our website at <http://www.gla.ac.uk/study/short/informationforstudents/fees/>. To be eligible to apply, you must be taking courses with a total credit value of at least 30 credits.

As a registered student, you may be in a position to apply for other forms of funding available to undergraduates, depending on your own circumstances and the courses you are taking. Our Student Guidance Manager may be able to help, or see Registry's website at: <http://www.gla.ac.uk/students/money/>.

Studying towards credits

All credit-bearing short courses are placed at a specific University level and SCQF level. The level of the course indicates its overall intellectual demands within the framework of awards offered by Scottish Universities. Most credit-bearing short courses are at University level 1, i.e. their level is the same as the level of difficulty of a first year undergraduate course at the University of Glasgow. Because the Scottish Credit & Qualifications Framework (SCQF) starts with school-level qualifications, University level 1 equates to SCQF level 7.

The credit rating of your course is related to the notional student effort required by an average student to successfully meet the intended learning outcomes, including attendance at lectures/seminars, reading and reflection, preparation and completion of assessed tasks, visits and field trips. For every 100 hours of student effort, ten credits are allocated to the credit rating of the course. So, for example, The Psychology of Addictions is a 20 credit course, indicating that an 'average' student would spend about 200 hours altogether on all academic activities associated with the course.

Certificate and Diploma in Higher Education

Some students may wish to work towards a Certificate or Diploma in Higher Education (CertHE or DipHE). Students who are on track to attain sufficient credits for an award during AY 2018-19 should contact the Quality Officer early in the relevant teaching block, to indicate that they want to receive their award, subject to meeting the requirements of the relevant programme for the Certificate or Diploma. Students' awards will be formally approved by the Short Courses Board of Examiners (see meeting dates on pages 7-8).

Short Courses offers programmes of study leading to the following University awards:

Certificate in Adult and Continuing Education

CertHE in Counselling Skills

Cert HE in Egyptology (Language)

CertHE in Egyptology (Material Culture)

DipHE in Egyptology

CertHE in Psychology

CerHE in Art History

Cert HE/DipHE in Creative Writing

Further Information on the Certificates and Diplomas available through Short Courses can be found here

<https://www.gla.ac.uk/myglasgow/senateoffice/programmearch/searchresults/?college=College+of+Social+Sciences&school=Centre+for+Open+Studies&level=ug&academicSession=2017&search=Search>

In order to gain a Certificate, students need 120 credits at level 1 and they must achieve a minimum grade point average (GPA of 9) and meet the specific Certificate criteria. In order to gain a Diploma, students need 240 credits, 160 credits at level 1 and 80 at level 2 and they must achieve a minimum grade point average (GPA of 9) and meet the specific Diploma criteria. The awards may be awarded with merit (GPA between 12 and 14.9) or distinction (GPA of 15 or higher). Full details on this can be found in the University Calendar

www.gla.ac.uk/services/senateoffice/policies/calendar/

Transfer of credit

Students are normally able to transfer credit from other institutions to use towards a Certificate and Diploma of Higher Education. The proposed credit transfer must be at an appropriate level, be no more than five years old (normally) and cannot have been used towards any other final award. Conversely, students may find that they can transfer credit towards another University of Glasgow award, or award from another institution.

Information on Accreditation of Prior Learning (APL) can be found at:-

<http://www.gla.ac.uk/services/senateoffice/policies/regulationsandguidelines/> . Initial enquiries should be e-mailed to shortcourses@glasgow.ac.uk .

Using credits for entry to undergraduate study at University of Glasgow

We appreciate that a few students may be planning to use credit-bearing courses to apply via UCAS for undergraduate entry.

Such students should contact the Access and Guidance Manager Irene Vezza irene.vezza@glasgow.ac.uk by mid-November 2018 at the latest so they can be given support to complete their UCAS application. These students may require a reference from their tutors for UCAS purposes. Further details and guidance on UCAS applications is available on the Moodle page 'Credit courses students' common room'

<http://moodle2.gla.ac.uk/course/view.php?id=9953>

Entry requirements can vary depending on agreements with Admissions but in some cases 40 credits in certain subjects at grade A may be accepted for entry. This is subject to annual agreement with Admissions.

For key dates for the UCAS application process, see pages 7-8 of this Handbook.

6. Student Feedback

Introduction

Short Courses, and the University more generally, places strong importance on gathering feedback from students on their experiences and views, and in responding to those views, in order to improve on an ongoing basis the student learning experience. Students' views on the quality of teaching and learning, and on their student experience more generally, is gathered in a number of ways, and these are set out below.

Student Representative Council (SRC)

The SRC represents you and your fellow students. It does this through a system of elected course representatives, School convenors and the SRC Council itself.

It also runs a second-hand bookshop and offers photocopying, printing, faxing and binding facilities. It has an Advice Centre independent of the University, and runs a Nightline telephone service.

Staff Student Liaison Committee (SSLC)

Each course will have the opportunity to elect a class representative. Class representatives will provide one of the channels for students to raise any issues of concern, or suggestions for improvement. Class-representatives from Short Courses, together with some Short Courses staff, will together form the SSLC.

Students will be asked to nominate a member of the class to join the committee, normally in the second week of class. The nominated or interested student should e-mail shortcourses@glasgow.ac.uk to indicate their membership or interest

Class representatives will be invited to attend SSLC meetings, which will be held three-four times per year. The meetings will provide information and updates on the general running of the programme as well as seeking your feedback on your course experiences and your views on, for example, proposed new developments. Any issues of concern can be brought to the SSLC. Minutes of these meetings are published on Moodle and My Class Reps (see below). Tutors and managers will aim to make any necessary changes in the delivery of their courses, to address any issues raised at the SSLC, including raising them more widely in Short Courses, as appropriate.

The dates for your SSLC meetings for 2018-19 are as follows:

15 November 2018

7 February 2019

11 April 2019

27 June 2019

(all meetings are held on Thursdays, 17.30-18.30)

The University's SRC offers training to students volunteering to take on a student representative role, and we strongly encourage all class representatives to undertake that training; Information on the SRC training can be found on their website:

<https://www.glasgowstudent.net/about/representation/class-reps/>

The valuable experience that class representatives gain through SRC training and through participating in the SSLC can be recorded on their HEAR (Higher Education Achievement Report) (if they meet the requirements of the role in terms of consulting fellow students and attending meetings).

Student Representation and My Class Reps

My Class Reps is for students and their student representatives to communicate and discuss their learning experience. In particular it provides a channel for the discussions of the SSLC to be made visible to all students. Further information on My Class Reps can be found at https://sharepoint.gla.ac.uk/students/myglasgow/_layouts/StudentVoice/About.aspx

Course Evaluation

The University uses a web-based course evaluation system called 'EvaSys' to gather students' feedback on their experience of teaching and learning on their courses. You will be invited to complete an online evaluation form during the final weeks of your course. Tutors will be provided with a collated summary of students' feedback on the course (anonymised) and are asked to respond to this feedback, including identifying areas for improvement. To 'close the loop' on the course evaluation, the tutor's response should also be posted on the course Moodle page.

If you have any concerns about your studies that cannot be communicated through evaluations or your student representative, please make an appointment to discuss these directly with your Subject Specialist. You are encouraged to raise problems sooner rather than later to allow us to resolve them.

7. Using IT facilities in the University

Basic IT course

Your use of University IT facilities will be essential to your Access studies. IT induction sessions will be offered early in the first semester, with times to be advertised to all Access

students via Moodle and in writing at the Induction evening. In addition, information on training can be found at <http://www.gla.ac.uk/services/it/training/itbaseline/>

Office 365

A campus software licence allows all students of the University, including Access students, to use the Office 365 suite of application (Word, Excel, etc.). Access these via your MyGlasgow account <http://www.gla.ac.uk/students/myglasgow/>.

8. University regulations and procedures

Short Courses operates in accordance with the University's rules and regulations, including those of the College of Social Sciences. These rules and regulations can be found in the University calendar

<https://www.gla.ac.uk/myglasgow/senateoffice/policies/calendar/calendar2018-19/>

If you would like to receive a copy of the section of the University Calendar that provides general information to students, please contact Janice Ross, Quality Officer for Short Courses (Janice.r.ross@glasgow.ac.uk).

Student Attendance and the Student Absence Policy

The University has a Student Absence Policy, the details of which can be found at the following web link https://www.gla.ac.uk/media/media_129312_en.pdf

The University's policy is that students are expected to attend all timetable classes. In addition, attendance at any examination which contributes to summative assessment is also compulsory.

Regular attendance on your course is important because your participation in the classes forms an essential part of your learning experience. The classes provide you with the opportunity to explore learning materials in more depth, to develop your understanding of the material and get feedback on your understanding of the course. It includes the opportunity for staff to identify difficulties you might be having and to support you, scope for you to discuss assessment preparation. If you are unable to attend your class please inform your tutor so that they are aware of any attendance issues you may be experiencing.

You should report significant absences through the 'My Absence' section of MyCampus. A 'significant absence' is defined as:

1. An absence of more than seven consecutive days during working periods
2. Any absence of any duration if it prevents a student from: attending an examination; or fulfilling any other published minimum requirements for the award of credit.

For guidance on whether you need to complete an Absence Report or Good Cause Claim (see below, pp15-16) see https://www.gla.ac.uk/media/media_424718_en.pdf

If you are wishing to withdraw from the course please inform Short Courses administration shortcourses@glasgow.ac.uk.

Student Conduct

All students are representatives of the University and as such are expected to behave appropriately. The University has a Code of Student Conduct which applies to all its students.

Behaviour which might breach the Code include academic misconduct (plagiarism, cheating in examinations), violent, harassing or threatening behaviour, dishonest or fraudulent behaviour, use or supply of drugs. Students should make themselves familiar with the Code of Student Conduct, which can be found at the following web link
<http://www.gla.ac.uk/myglasgow/senateoffice/studentcodes/students/studentconduct/#/q:howcaniavoidconductproceedings?>

Good Cause

With the best will in the world, illness or serious personal circumstances sometimes get in the way of coursework, class tests and exams. If you believe that illness or difficult personal circumstances will prevent/have prevented you from attending an exam/completing other coursework or that these caused you to do less well in assessment than you would have done otherwise, you must bring these circumstances to the attention of the staff managing Short Courses. You do this by recording a 'Good Cause' in your Student Centre on MyCampus. The MyCampus system will then report this to the the Access and Student Guidance Manager. Please note that Good Cause **must** be reported via MyCampus and that paper submissions of a Good Cause are **not** accepted by the University and Short Courses.

Good Cause claims must be submitted within 7 days of the affected assessment. You must not wait until you receive your grade. After seven days, Good Cause submissions cannot be withdrawn.

It is extremely important that you understand the University's policy on Good Cause, and follow the procedures carefully. Detailed guidance on the University's Good Cause system can be found using the following link: http://www.gla.ac.uk/media/media_420013_en.pdf. We have replicated below that guidance, because of its importance.

Guidance for Students on Reporting Good Cause (from the Senate Office, April 2018)

It is your responsibility to bring any factors that may have affected your academic performance to the attention of the University. Submission of a Good Cause Claim is the mechanism which allows your circumstances to be considered by the Board of Examiners. Please note all Good Cause Claims must be submitted within a week¹ (seven consecutive days) of the date of the affected assessment.

How to submit a Good Cause Claim

1. Using MyCampus go to the 'Student Center' and select My Good Cause from the Academics menu.
2. Select the course(s) where assessments have been affected.
3. Complete the report in MyCampus (there is provision for particularly sensitive information to be provided separately, outwith the system, but a claim report must still be entered into MyCampus).
4. Add supporting evidence by uploading documents. (Scanners are available on Level 3 of the University Library and there may also be scanners more locally in your School or Research Institute).

What Counts as Good Cause?

The Code of Assessment which is published in Regulation 16 of the Fees and General Information section of the University Calendar covers incomplete assessment and

good cause (paragraphs 16.45 – 16.53). ‘Good Cause’ means illness or other adverse personal circumstances affecting you and resulting in you missing an examination, or failing to submit coursework on time, or your performance in the assessment being clearly prejudiced. [Chronic illness is not covered unless there has been a short term worsening of the condition which specifically affects an assessment. If you have a long term chronic medical or mental health condition you are encouraged to register with the Disability Service if you haven’t already done so. Further information is available at www.gla.ac.uk/services/disability/]. If you were present for the examination, or submitted the assessment, but believe that illness or other personal circumstances affected your performance this must be reported as a Good Cause Claim on MyCampus.

Evidence of Good Cause

This must be in the form of a report that describes the medical condition or other adverse personal circumstances. The report should include a supporting statement from an ‘appropriate person’ as defined in the University’s Student Absence Policy. (In the event of a short-term worsening of a long-term condition, it is possible for your Disability Advisor to provide such a supporting statement if you consulted the Disability Service during the period when the difficulties were occurring.)

What will happen to your Good Cause Claim?

The Course Administrator, Course Co-ordinator and/or Good Cause Co-ordinator will ensure that your claim is considered and this will be in accordance with the section of the Code of 1 Occasionally there is scheduled downtime of MyCampus, for example for system upgrades. Accordingly, the deadline for Good Cause Claims will take into account any periods when the system has not been available to students. Assessment which covers incomplete assessment and good cause (paragraphs 16.45 to 16.53). The outcome of your claim will be posted into the Approval Information section on your Good Cause Claim in MyCampus. If it is accepted that your assessment was affected by good cause, the work in question will be set aside and you will (as far as is practicable) be given another opportunity to take the assessment with the affected attempt discounted. Please note that Boards of Examiners are not permitted to award marks on the basis of undemonstrated performance and therefore your grade(s) will not be increased because your performance was impaired by medical or other personal circumstances.

Academic Appeals

An academic appeal is defined as a request for the review of a decision made concerning student assessment, progression or awards.

Students must indicate their intention to appeal within 10 working days of the academic decision that they wish to appeal against (for example, a grade awarded by an examination board). This indication should be sent to the Director for Short Courses, Ms Stella Heath (s.heath@glasgow.ac.uk). You will have a further 20 working days to submit your full grounds for appeal and any supporting documentation.

The first step is to try to resolve the matter informally with the Director for Short Courses. You should email them with details of your case and evidence in the first instance. If your

appeal cannot be resolved informally, your formal appeal will be heard by the College of Social Sciences Appeals Committee.

The University produces guidance for students on academic appeals, and this can be found at the following web link

<http://www.gla.ac.uk/myglasgow/senateoffice/studentcodes/students/academicappeals/#/theprocess,anappealoracomplaint?,externaladjudication,supportandadvice>

There are only three grounds for appeal:

- Unfair or defective procedure
- Failure to take into account medical or other adverse personal circumstances.
- Relevant medical or other adverse personal circumstances which for good reason have not previously been presented.

Students should seek guidance from the SRC Advice Centre regarding the appeals process and the validity of their appeal.

Student Complaints Procedure

A complaint relates to the quality or standard of provision in a particular area of the University (for example, advice you were given; the conduct of a member of staff; an administrative shortcoming). A complaint, even if upheld, will not result in a change to an academic decision.

Details of the University's Student Complaints procedure can be found at the following web link <http://www.gla.ac.uk/myglasgow/senateoffice/studentcodes/students/complaints/> The general principle underpinning the procedure is that all problems should be dealt with at the local level where possible but can be referred to higher levels within the University if necessary.

The procedure has two stages: Stage 1 'frontline resolution' and Stage 2 'investigation'.

At Stage 1, the University will respond to complaints within 5 working days

At Stage 2, the University will respond to complaints within 20 working days

If you have any concerns or comments about the course, please try first to discuss the matter with the course tutor; they will be glad to hear your comments and discuss a way forward. If this is not possible, please contact the Access and Guidance Manager, who will acknowledge and refer your comments to the most appropriate member of staff for attention.

9. Assessment

Minimum assessment requirements

In order to be awarded credit for their course, students must complete at least 75% of the course assessment items/tasks.

Methods of assessment

Each short course may offer a range of both formative assessment and summative assessment. The purpose of formative assessment is to help support your learning and the development of your understanding of the course subject. These pieces of assessment will not count towards your final grade; however students are strongly encouraged to complete

these as it will provide you with invaluable feedback to support you in your studies. Summative assessment (which may include both coursework and examinations) is the formal assessment of how far you have met the expected learning outcomes for the course. This form of assessment determines the final grade for your course. Most of the short courses do not use formal examinations as a means of summative assessment, though some do include 'class tests' undertaken during class time. Your course tutor will advise at the outset how your course will be assessed.

Tutors will provide you with details of specific assessment requirements and how your work will be graded. This will allow you time to prepare for work which forms part of your overall assessment. In accordance with the University Code of Assessment, tutors are asked to grade your work anonymously. Tutors will normally return graded work, with any associated feedback, within three weeks of submission unless there are extenuating circumstances.

Feedback from tutors on your work should provide you with a clear indication of how well it has met the standard required for the course at a given level. It should also explain to you how the tutor has applied the criteria for grading a particular piece of assessment. A tutor's feedback may seem critical on a first reading; however, it should also be constructive in helping you to recognise your strengths and weaknesses so that your performance can be improved in subsequent work. If you require further feedback or clarification from a tutor, please let them know. Feedback on your performance is generally not provided in relation to class tests and formal examinations.

Submitting coursework

It is important to follow the tutor's instructions regarding the submission of coursework and ensure that you submit by the deadline. Tutors may ask you to submit your coursework in paper/hard copy, electronically (eg by email), or through Moodle (via assignment upload). For work submitted online, tutors may also use Urkund (plagiarism detection software). Guidance on how to view your similarity report can be found at:- [Urkund](#). Where you are asked to submit a paper copy of your coursework to your tutor, you must include your student number. Marking is conducted anonymously; therefore you should not include your name on your coursework.

In compliance with the University regulations students must complete a Declaration of Originality form which can be found on the Moodle page. Coursework without this will not be marked until the completed form is received. It is necessary to complete the form only once and it will then apply to all submitted coursework.

Students are encouraged to save and back up their coursework and keep a copy until they receive their grade and feedback. Requests for extensions will not be considered on the basis of IT difficulties.

Note that all grades released by tutors are provisional subject to approval by the relevant Board of Examiners' meeting.

Meeting deadlines (penalties for late submission)

Students must submit coursework in accordance with the deadlines. Extensions may be granted in accordance with University regulations governing Good Cause if you are unable to submit work on time because of medical or difficult personal circumstances (see the Section on Good Cause above).

The University's Code of Assessment includes the use of penalties for students' late submission of coursework. The grade given to any piece of coursework that is submitted late will be reduced by two secondary bands per working day, for up to five working days. For example, a piece of work that is submitted one working day late, and marked B1 grade, would be downgraded from a B1 grade to a B3 grade. After five days, the work will be awarded a grade H (0), and you may be awarded Credit Withheld (CW) because it will not be possible to meet the minimum requirements for credit at the first attempt. These penalties only apply if an extension has not been negotiated in advance.

Full details on the Code of Assessment and penalties for late submission (section 2.2 of the Code) can be found at the following web link:

http://www.gla.ac.uk/media/media_275332_en.pdf

Exam arrangements

Only a small number of Short Courses include a formal examination as part of their assessment. The dates of course examinations will be published on the University's Registry webpages. The Registry webpages will also contain important information on students' conduct in examinations, and it is very important that you read and follow these:

http://www.gla.ac.uk/media/media_194090_en.pdf

The dates of the exams are centrally fixed by Registry and may be scheduled during the day or evening and not at a day or time that you normally attend class; therefore it is important that you arrange appropriate annual leave or domestic cover to ensure that you can attend the exam(s). This also applies to the reassessment diet in July. Students must not book holidays that will take them away from Glasgow during the exam dates as this will not be deemed good cause.

If your course does have a formal examination, it is very important that you attend the examination with your student card – this is your proof of ID to give you access to the exam hall.

Board of Examiners' meeting

Board of Examiners' meetings are held four times per year, to formally approve students' grades (see 'key dates' on pages 7-8). The role of the Boards is to ensure that all students' course grades (and Certificates/Diplomas, where applicable) are approved in a transparent and fair manner, and in accordance with the University's academic regulations. Members of the Board include the subject specialists, External Examiners and the Quality Officer.

External examiners are specialists in their subject area, drawn from other universities across the UK. Their role is to bring an external perspective to the assessment process, and to ensure that our academic standards are comparable with other similar programmes in UK higher education institutions. Short Courses has at least one external examiner for each of its subject groupings (see Section 1, page 6 of this handbook). The External Examiners undertake their role by looking at a sample of students' coursework and exam scripts, as well as the overall distribution of grades for the courses, confirming these grades, and contribute to the discussions at the Board of Examiners' meetings.

Publication of your course grade/results

Once the Board of Examiners have confirmed grades, your overall grade for your course will be published on MyCampus shortly after (normally within a day or so). An automated email will be issued to your student email account from MyCampus with your grades as they become available. Students are expected to access their course grades via MyCampus. The University's policy is that staff are not allowed to give out results by 'phone or email.

The University Senate reserves the right of examiners to correct an erroneous result, or the erroneous publication of a grade on MyCampus. If you are concerned that the grade for your course, as published on MyCampus, is inaccurate, please contact the Short Courses Quality Officer in the first instance. Please include the details of your GUID, the course code (ADEDxxxx), and the course title.

Reassessment

Students are entitled to resubmit assignments and resit examinations if:

- you have not completed the minimum level of assessment required for credit at the first attempt (75% of all assessments). You will be given the opportunity to complete the assessments that you did not complete.
and/or
- you have not achieved a D3 or above for the course at the first attempt. You will be allowed a second attempt to complete all of the failed assessments.

Students who successfully demonstrate Good Cause and are awarded an MV (approved compassionate or certified medical absence), will complete the reassessment as a first attempt. For other students, reassessment is treated as a second attempt. The grade achieved at the second attempt will be published on your HEAR (Higher Education Achievement Report) but it will be capped at the equivalent of D3 (9 grade points) for the purposes of calculating your Grade Point Average.

10. Referencing and how to avoid plagiarism

References, quotations and bibliographies

When you are writing essays or reports you will need to show where your ideas have come from and what reading you have done. Acknowledging help is particularly important. Plagiarism, i.e. using the work of others as if it were your own, is a serious offence. Failure to cite and reference your sources properly (for example, quotations, references and a bibliography) can lead to you being accused of plagiarism.

Plagiarism of any kind is not acceptable and is contrary to the Code of Student Conduct. Such a breach of the Code can lead to you receiving a reduced mark or a penalty grade H (effectively a 'zero'). Further information on this can be found here

<https://www.gla.ac.uk/myglasgow/leads/students/plagiarism/whathappensifyouplagiarise/>

Correct citation and referencing is essential because:

- you acknowledge help from others in the field
- you demonstrate the body of knowledge on which your work is based
- your readers will be able to check your sources for themselves.

Useful links to assist you:

Guidance on referencing can be found here

<https://www.gla.ac.uk/myglasgow/library/help/referencing/>

Guidance on the Harvard system of referencing can be found here

<http://libweb.gla.ac.uk/referencing/harvard.htm>

Referencing styles (for example, Harvard; the use of footnotes) differ across academic disciplines. Your tutor will advise you on the referencing style to be used in your subject area as it may not be Harvard.

Plagiarism statement

Students are strongly encouraged to read the University plagiarism statement which can be found at

<http://www.gla.ac.uk/services/senateoffice/studentcodes/staff/plagiarism/plagiarismstatement/>. The University treats plagiarism very seriously and proven cases of plagiarism will be treated as a breach of student conduct.

The University's Learning Enhancement and Academic Development Service (LEADS)

provides useful resources for students on how to avoid plagiarism, which can be found at

<https://www.gla.ac.uk/myglasgow/leads/students/plagiarism/>

Use of Urkund in assessments

Access tutors may ask you to submit your assessment to Moodle, which incorporates Urkund. Urkund is an online system that detects work in which a significant fraction of the text recognisably comes from another source. Students must ensure that they understand how to avoid plagiarism in their assessed work. The University's policy on the use of Urkund can be found at http://www.gla.ac.uk/media/media_105133_en.pdf

Urkund software allows students to check their work for plagiarism during submission and markers may use Urkund to check students' work for plagiarism in conjunction with academic interpretation during the marking process. Your tutor will offer guidance on plagiarism and its avoidance and on Urkund if they ask you to use it. Information and resources on Urkund can be found at

<http://www.gla.ac.uk/services/learningteaching/resourcesforstaff/learningtechnology/plagiarismcheckingsoftware/>.

11. Code of assessment (schedule A)

Your work will be graded by tutors using the University's Code of Assessment (Schedule A). The Code of Assessment provides a description in terms of how well you met the learning outcomes of the assessment.

Primary Grade	Gloss	Secondary Band(a)	Grade Point	Verbal descriptor
A	Excellent	1	22	Exemplary range and depth of attainment of intended learning outcomes, secured by discriminating command of a comprehensive range of relevant materials and analyses, and by deployment of considered judgement relating to key issues, concepts and procedures
		2	21	
		3	20	
		4	19	
		5	18	
B	Very Good	1	17	Conclusive attainment of virtually all intended learning outcomes, clearly grounded on a close familiarity with a wide range of supporting evidence, constructively utilised to reveal appreciable depth of understanding
		2	16	
		3	15	
C	Good	1	14	Clear attainment of most of the intended learning outcomes, some more securely grasped than others, resting on a circumscribed range of evidence and displaying a variable depth of understanding
		2	13	
		3	12	
D	Satisfactory	1	11	Acceptable attainment of intended learning outcomes, displaying a qualified familiarity with a minimally sufficient range of relevant materials, and a grasp of the analytical issues and concepts which is generally reasonable, albeit insecure
		2	10	
		3	9	
E	Weak	1	8	Attainment deficient in respect of specific intended learning outcomes, with mixed evidence as to the depth of knowledge and weak deployment of arguments or deficient manipulations
		2	7	
		3	6	
F	Poor	1	5	Attainment of intended learning outcomes appreciably deficient in critical respects, lacking secure basis in relevant factual and analytical dimensions
		2	4	
		3	3	
G	Very Poor	1	2	Attainment of intended learning outcomes markedly deficient in respect of nearly all intended learning outcomes, with irrelevant use of materials and incomplete and flawed explanation
		2	1	
H			0	No convincing evidence of attainment of intended learning outcomes, such treatment of the subject as is in evidence being directionless and fragmentary

AU	AUDIT ONLY	Students who explicitly opt out of assessment and who are not in receipt of a SAAS part-time fee grant.
CR	CREDIT REFUSED	Minimum award for credit has not been met, and no attempt was taken to complete the assessment at second diet.
CW	CREDIT WITHHELD	Minimum award for credit has not been met. Opportunity for re-assessment available (as second diet(b)).
MV		Approved compassionate or certified medical absence. Students will be offered opportunity for re-assessment (first diet(b)).

- a) The Secondary Band indicates the degree to which the work possesses the quality of the corresponding descriptor.

- b) 'first diet' means that the sitting of the exam or the submission of the assessment is seen as the student's first attempt, 'second diet' means that it is the student's second attempt. The first grade (e.g. E2 or CW) remains on the record.

Many of our courses use a number of assessments items to assess students, and these items may be weighted differently. Below is an example of how a final grade for your course would be calculated.

Assessment 1 (essay of 1,500 words), weighting of 25%

Grade awarded to student	B3
Aggregate score	15
Weighted aggregate score (15 x 25%)	3.75

Assessment 2 (essay of 1,500 words), weighting of 25%

Grade awarded to student	B1
Aggregate score	17
Weighted aggregate score (17 x 25%)	4.25

Assessment 3 (exam), weighting of 50%

Grade awarded to student	C2
Aggregate score	13
Weighted aggregate score (13 x 50%)	6.50

Aggregate scores for assessment: 3.75 + 4.25 + 6.50 = 14.50

Aggregate score is rounded up or down to the closest number 15

Grade published on MyCampus B3

12. University services

Short Courses and the University offer various services to support your studies and your wellbeing. Students are encouraged to make use of the services offered by the University where relevant.

Student Guidance Adviser

Students are welcome to contact the Access and Student Guidance Manager, if they wish to discuss any issues concerning their studies. This could range from problems with attending class to applying for full or part-time study, choice of course/career, disability and finance etc. You can contact Irene directly on 0141 330 1823 , email: Irene.vezza@glasgow.ac.uk or you can arrange a suitable time for an appointment (including evenings during term time).

Student Learning Services

The Learning Enhancement & Academic Development Service (LEADS) provide advice, guidance and practical assistance to help enhance your learning experience. This includes advice on writing, studying, maths and statistics. More information, including how to 'sign up' for advice sessions can be found at <https://www.gla.ac.uk/myglasgow/leads/students/> Students are encouraged to make use of the support offered as early as possible as many of the student support sessions are held early in the academic year. Further information on appointments and classes can be found here

<https://www.gla.ac.uk/myglasgow/leads/students/writingstudyadvice/socialsciences/> (for arts and social sciences)

<https://www.gla.ac.uk/myglasgow/leads/students/mathsandstats/> (for maths and stats)

Support for students with disabilities

The University has a Disability Service with staff dedicated to providing a full range of advice and support for students with disabilities. They welcome enquiries and applications from all students including students with dyslexia, chronic medical or mental health conditions, sensory impairments and mobility impairments. They can provide practical assistance relating to access, equipment and assessments.

Irene Vezza is the Disability Coordinator for Short Courses and can be contacted in the first instance ('phone 0141 330 1823 or email Irene.vezza@glasgow.ac.uk).

Students are encouraged to disclose as early as possible any disability or condition to ensure that appropriate support is arranged. This could include physical access, examination and study arrangements.

If you do not disclose at an early stage it may not be possible for us to make the appropriate arrangements for you. Irene Vezza can help if you are uncertain about contacting Disability Services yourself.

If you were previously registered with Disability Services it is important to note that you must register each year while enrolled for courses in Short Courses, as this is not automatic.

All information disclosed will be treated as 'sensitive personal data' as defined by the Data Protection Act (1998), and will not be passed on without your explicit consent.

Disability Services is located at 65 Southpark Avenue, G12 8LE, off University Avenue on the corner of Gibson Street. On campus maps the reference is E12. There is a fully accessible entrance around the Gibson Street side to the left when facing the main entrance of the Building. There is also accessible accommodation in the McMillan Reading Room and Library. Opening Hours are from 0930 to 1700 Monday to Friday. Appointments outwith these times can be arranged for students who are unable to attend during the day. 'Phone 0141 330 5497 or email disability@glasgow.ac.uk. The Disability Services website contains further details and useful information www.glasgow.ac.uk/disability

Refuge alert system

In event of a fire/emergency students with mobility difficulties should make their way to the closest stairwell. On arrival at the stairwell students should press the button which will alert Gateway Security, students will be asked for their location and to wait.

Dyslexic screening and assessments

If you are experiencing study difficulties and think these may be caused by a specific learning difficulty such as dyslexia or dyspraxia, contact the Disability Service on 0141 330 4597/5121/7237 or by e-mailing: disability@glasgow.ac.uk as they can arrange for **currently registered students** to do an on-line dyslexia screening test for adults which will:

- Help you find out your learning style
- Indicate if study skills support is needed
- Highlight any indicators of dyslexia or dyspraxia

This is not a timed screening, and it takes approximately 20 minutes to complete. At the end of the screening students will receive a computer generated report which indicates whether you show any signs of dyslexia or any other specific learning difficulties.

What do you do once you have carried out the online screening? When you have completed all the questions a report will be generated. If your report identifies indicators of a specific learning difficulty such as dyslexia or dyspraxia, and you would like to be referred to a Chartered Educational Psychologist for a full psychological assessment please:

- Email a copy of the report TOGETHER WITH your signed disclaimer to disability@glasgow.ac.uk
- Ask the Disability Service to arrange a referral for you to see an Educational Psychologist. **Please note:** the cost of this assessment will be £300. During term time you will be reimbursed for this cost by the University within a month of your assessment, but if the Educational Psychologist's assessment findings do not confirm a specific learning difficulty you will not be reimbursed the assessment fee.

Deadline for exam support

If you require specific exam arrangements you must make an appointment to see a Disability Adviser, providing written medical evidence to support your needs. If you require exam support it is important that you register with Disability Services by the deadline of 8 March 2019 (see 'key dates' on pp6-7).

If you think your only support need is for exams please indicate that you wish for a quick 30 minutes 'exams only' appointment when contacting Disability Services.

Library support

There is a range of support available for disabled students in the library including a fetching service. Please contact the Disability Service for further information: tel. 0141 330 5497; fax 0141 330 4562; e-mail: disability@glasgow.ac.uk

Assistive technology

The Disability Service can arrange evaluation and training sessions for students who have assistive technology requirements. Specialist software packages can be demonstrated and sampled, many of which are available on the University network. Please contact the Disability Service for further information: tel. 0141 330 5497; fax 0141 330 4562; e-mail disability@glasgow.ac.uk

Additional information for students with disabilities can be found on the DS website www.glasgow.ac.uk/disability.

Library

The Library is situated on Hillhead Street, beside the Hunterian Art Gallery, in the centre of the University campus. The welcome desk is located on level 2 of the library. Staff will be happy to give advice, or to direct students to the appropriate specialist Subject Librarian.

IT facilities

There are currently over 700 computers in the library. Wi-Fi access is available throughout the building. Computing support is provided in the library during office hours.

Other facilities

A photocopier is located on level 2 of the library. Cards can be purchased from a nearby machine, and a change machine is also available. Print credits can be purchased from machines on Level 2.

Help and advice

Students are strongly encouraged to view the library's web pages where detailed information on all aspects of the service can be found. In particular, new students should look at the information provided specifically for new students

<https://www.gla.ac.uk/myglasgow/library/students/new/>

13. Further study

Applications for full-time study

All applications for full-time degree study in UK universities are made through the Universities and Colleges Admissions Service (UCAS). Students will need to apply on-line (www.ucas.ac.uk). Short Courses provides detailed guidance on the UCAS process via a dedicated Moodle page. Please do not start your UCAS form until you have been issued with guidance from the Access and Guidance Manager

The closing dates for UCAS applications are detailed in the UCAS form but to ensure that students meet this deadline and all relevant sections are completed it is necessary for there to be an earlier Short Courses deadline. We cannot guarantee that we will be able to assist students with the application process if they do not meet the deadlines set by the Access and Guidance Manager. In any one year you can apply to a maximum of five different courses in five different universities.

UCAS will charge a fee for your application:

- £18 - applying to only one course at one university
- £24 - applying to more than one course.

Month(s)	Event	Action
Date(s)		
Late October/early November 2018	Notification round classes of UCAS buzzword and support To receive support with UCAS application, forms must be completed by mid-December at the latest.	Contact Access and Student Guidance Manager of intention to apply via UCAS. Visit Credit Course general Moodle page.
November/early December 2018	Apply for full-time study UCAS drop in help sessions	Have UCAS form prepared. Consult Access and Student Guidance Manager. Arrange reference from tutor.
early December 2018 (date to be confirmed)	Official final UCAS deadline for applications for full time study	Apply via UCAS

Applying to University of Glasgow

Admission to the University of Glasgow is normally into a School and College rather than to a specific subject/degree, though there are some exceptions (such as the LLB, the Law degree; Accountancy; and the Engineering degrees). The University is composed of four Colleges: Arts; Medical, Veterinary and Life Sciences; Science and Engineering; and Social Sciences

Admission to a College rather than a degree offers a great flexibility in degree study. Students are not necessarily committed to the degree that they originally applied for so there is time and freedom to learn about subjects that are new. Most students will only make a definite decision of degree subject at the end of the second year; and indeed the University will only definitely decide which degree it will let you study at this point.

Some subjects can be studied at University in more than one College: for example, Philosophy can be taken in either Arts or in Social Sciences; and Psychology can be studied to degree level in Arts, in Social Sciences or in Science and Engineering. When making your UCAS choices, be careful to apply to the appropriate College.

Part-time study

Details on University wide part-time provision can be found at

Web: <http://www.gla.ac.uk/undergraduate/choosingyourdegree/parttime/>

E-mail: student.recruitment@glasgow.ac.uk

Tel: 0141 330 3177

Students are encouraged to contact Irene Vezza, Irene.Vezza@glasgow.ac.uk, if they would like guidance on further study.

Short Courses offers courses that carry credit at University Levels 1 and 2 and, in a small number of instances, Level 3. These courses are an option for people who would like to work towards a Certificate of Higher Education, a Diploma of Higher Education, or a degree but are unwilling or unable to commit themselves to full-time study right away. Information can be found at <http://www.gla.ac.uk/study/short/>. For further details, see page 11 of this Handbook.

14. Travel and parking

The University campus is accessible by public transport using the bus, underground or train. Bus services 4 and 6 run from the City Centre. The no. 4 bus comes along Woodlands Road and passes the St Andrew's Building. From the no. 6 bus stop just before Park Road it is only a minute's walk to the St Andrew's Building.

The closest underground station is Kelvinbridge which is a 2 min. walk from the St. Andrew's Building, and the closest train station is Charing Cross which is a 15 min. walk.

Parking meters are installed in most of the streets surrounding the University, including the St Andrew's Building. Directly outside the Building, the spaces are metered until 18.00. In Woodlands and around the Park area, it is metered until 22.00.

There are a limited number of designated parking bays available in the small car park at the front of the St Andrew's Building for students in possession of a blue badge. To request use of one of the bays, please e-mail security-main-campus@glasgow.ac.uk or telephone 0141 330 4282. Disabled parking spaces are also available elsewhere on the University Campus.

15. University facilities

Sport and recreation

For information on membership, prices and access please go to

<https://www.gla.ac.uk/myglasgow/sport/>

or

contact Sport and Recreation at: Stevenson Building, 77 Oakfield Avenue. Tel: 0141 330 4540.

Follow **glasgowunisport** on facebook, twitter and Youtube

Student Unions

There are two student unions in the University, the Queen Margaret Union (www.qmu.org.uk/) or Glasgow University Union (www.guu.co.uk/), each with a wide range of facilities and a lively programme of night-time entertainment. As a part-time student you have access to their facilities.

John Smith's University bookshop

The University Bookshop is located in the Fraser Building and carries stocks of the books recommended for the subjects (and on which you will get a 10% discount). The normal opening hours of the bookshop are 0930-1730, it is hoped that it will be open later in the early part of the first semester and possibly Saturday mornings. Please telephone the bookshop on 0141 342 5986 or 0141 334 8515 for exact details. You can order your textbooks online at <http://www.johnsmith.co.uk/gla> click on the 'find your reading list' box, and select 'Open Studies'. Bear in mind that the University library should have most of the books you require and it is not vital that you purchase any books.

Catering facilities

The St. Andrew's seating area located on level 1 has a number of vending machines offering refreshments such as cold and hot drinks, soup, sandwiches and meal deals.

There are a number of catering outlets in the vicinity of the Main Building, One A, The Square and the Fraser Building. Both are near the main gate of the University. Other outlets are found in the Boyd Orr and the Wolfson Medical School. Both student unions have catering facilities which are open during the day and evening, and the library has a canteen with vending machines at ground level.