Short Courses
Credit-bearing short courses
Student Handbook
2020-21

Short Courses
Directorate for 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.

This Handbook has been prepared to give you guidance on our short courses generally. It introduces our approach to learning, teaching, and assessment, provides information to help in planning your studies, and provides links to additional sources of information. We hope that you find it useful.

Best wishes for enjoyment and success in your studies in 2020-21.

Stella Heath, Director, Short Courses
# Contents

Welcome.......................................................................................................................... 2

1. **About Short Courses** ................................................................................................. 4
   - Who to Contact in Short Courses ................................................................. 4
   - General Contacts ......................................................................................... 4
   - Subject Co-ordinators ............................................................................... 5
   - Key Dates and Milestones for 2020–21 ...................................................... 5
   - Class Timetable ............................................................................................ 6
   - Communication ............................................................................................ 6
   - Course Catalogue .......................................................................................... 7
   - Award of Credit ............................................................................................. 7
   - Student Awards Agency for Scotland (SAAS) part-time fee grant .......... 7

2. **Getting Started** ........................................................................................................ 7
   - GUIDs and Student Cards ............................................................................ 7
   - IT Services ..................................................................................................... 8
   - MyCampus ..................................................................................................... 8
   - Moodle ........................................................................................................ 8
   - Zoom ........................................................................................................... 9
   - Office 365 .................................................................................................... 9
   - Higher Education Achievement Record (HEAR) ...................................... 9

3. **Learning and Teaching** .......................................................................................... 9
   - Library and Academic Sources .................................................................... 9
   - Referencing and Plagiarism ........................................................................ 9
   - Turnitin ......................................................................................................... 10
   - Teaching and Learning Online ..................................................................... 10
   - Learning Development ............................................................................... 10

4. **Assessment and Feedback** .................................................................................... 11
   - Assessment Methods ................................................................................ 11
   - Grading and Feedback ............................................................................... 11
   - Deadlines ...................................................................................................... 12
   - Board of Examiners ................................................................................... 12
   - Reassessment .............................................................................................. 12
   - Online Submissions ................................................................................... 13

5. **Services and Support** ............................................................................................ 13
   - Advice and Guidance ................................................................................ 13
   - Disability ..................................................................................................... 13
   - Disability Services ..................................................................................... 13
   - Disability Co-ordinator .............................................................................. 14
   - Dyslexia ....................................................................................................... 14
   - Library support ........................................................................................... 14
1. About Short Courses

Who to Contact in Short Courses

General Contacts

<table>
<thead>
<tr>
<th>General enquiries/information</th>
<th>Administration team</th>
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<tbody>
<tr>
<td></td>
<td><strong><a href="mailto:shortcourses@glasgow.ac.uk">shortcourses@glasgow.ac.uk</a></strong></td>
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<table>
<thead>
<tr>
<th>Advice &amp; Guidance/Disability Manager</th>
<th>Irene Vezza</th>
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<tr>
<td></td>
<td><strong><a href="mailto:Irene.vezza@glasgow.ac.uk">Irene.vezza@glasgow.ac.uk</a></strong></td>
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<table>
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<tr>
<th>Access &amp; Skills Co-ordinator</th>
<th>Dr Clare Brown</th>
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<tbody>
<tr>
<td></td>
<td><strong><a href="mailto:Clare.brown.2@glasgow.ac.uk">Clare.brown.2@glasgow.ac.uk</a></strong></td>
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</table>
Subject Co-ordinators
For your course, your ‘daily’ contact is most likely to be with your course tutor(s). In addition, each course is managed by a Subject Co-ordinator, who line manages the tutor(s), and has oversight of the quality of the courses. If you have any questions and/or concerns that you have not been able to resolve with the course tutor(s), then please contact the relevant Subject Coordinator.

<table>
<thead>
<tr>
<th>Dr Louisa Campbell</th>
<th>Archaeology</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:Louisa.Campbell@glasgow.ac.uk">Louisa.Campbell@glasgow.ac.uk</a></td>
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<table>
<thead>
<tr>
<th>Blair Cunningham</th>
<th>Art &amp; Art History</th>
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</thead>
<tbody>
<tr>
<td><a href="mailto:blair.cunningham@glasgow.ac.uk">blair.cunningham@glasgow.ac.uk</a></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Access courses in: Economics; English Literature; History of Art; Politics Social &amp; Economic History; Sociology</td>
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</table>

| Dr Hannah Gilman                   | Psychology & Counselling Skills; Law & Legal Studies; Earth Sciences |
|------------------------------------|                                                                      |
| hannah.gilman@glasgow.ac.uk        |                                                                      |
|                                    | Access courses in: Biology; Chemistry; Mathematics; Physics; and Psychology |

<table>
<thead>
<tr>
<th>To be confirmed</th>
<th>Creative Writing &amp; Literature; History, Politics &amp; International Affairs; Philosophy</th>
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</thead>
<tbody>
<tr>
<td>In the interim, please contact Stella Heath</td>
<td><a href="mailto:Stella.Heath@glasgow.ac.uk">Stella.Heath@glasgow.ac.uk</a></td>
</tr>
<tr>
<td>Dr Angela McDonald</td>
<td>Classical Studies &amp; Egyptology</td>
</tr>
<tr>
<td><a href="mailto:angela.mcdonald@glasgow.ac.uk">angela.mcdonald@glasgow.ac.uk</a></td>
<td>Access courses in: Classical Studies; Philosophy; Scottish History; Theology &amp; Religious Studies</td>
</tr>
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<tr>
<th>Daniel Valles</th>
<th>Modern Languages</th>
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</thead>
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<tr>
<td><a href="mailto:Daniel.Valles@glasgow.ac.uk">Daniel.Valles@glasgow.ac.uk</a></td>
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Key Dates and Milestones for 2020–21

<table>
<thead>
<tr>
<th>Month/date</th>
<th>Milestone</th>
<th>Student action</th>
</tr>
</thead>
<tbody>
<tr>
<td>14 September 2020</td>
<td>Start of academic year</td>
<td></td>
</tr>
<tr>
<td>21 September 2020</td>
<td>Block 1 and teaching begin</td>
<td></td>
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</tbody>
</table>
### Class Timetable

In 2020-21, all courses are running online. However, you will be expected to attend virtual classes at the days and times given for your course. Information on learning online can be found in this Handbook, Section 3: Learning and Teaching, and links to IT support are in Section 2: Getting Started.

#### Communication

Moodle is the main place we will use to communicate general information. Make sure you check regularly your course Moodle page, especially the news forum. Please also regularly consult the Moodle page ‘Short Courses Info for Students’, which contains general information for all Short Courses students on credit-bearing courses. In addition, Moodle sends messages to your University of Glasgow email account.

The University’s policy is to email you only via your University email account (**not** your personal Hotmail, Gmail, etc. account), so you must check your University account regularly and use it 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 is available from IT Services.

Urgent updates such as a late cancellation of a class may be communicated to you by text or e-mail so please ensure that your mobile phone number is up to date in MyCampus. In the event of

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
<th>Notes</th>
</tr>
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<tbody>
<tr>
<td>September 2020</td>
<td>Access to your student record on MyCampus, and Moodle using your GUID (Glasgow University ID)</td>
<td>Log on to and familiarise yourself with MyCampus &amp; Moodle</td>
</tr>
<tr>
<td>October 2020</td>
<td>Dates and deadlines issued for coursework, class tests etc.</td>
<td>Visit the Registry website, consult tutors and carefully note dates in diary.</td>
</tr>
<tr>
<td>27 October 2020</td>
<td>Student-Staff Liaison Committee (SSLC) meeting</td>
<td>Attend, or pass your feedback on your learning experience to your course rep.</td>
</tr>
<tr>
<td>4 December 2020</td>
<td>End of Block 1 teaching period</td>
<td></td>
</tr>
<tr>
<td>January 2021</td>
<td>Board of Examiners’ meeting, and students’ grades posted on MyCampus (exact dates TBC)</td>
<td></td>
</tr>
<tr>
<td>11 January 2021</td>
<td>Block 2 and teaching period begins</td>
<td></td>
</tr>
<tr>
<td>19 January 2021</td>
<td>Student-Staff Liaison Committee (SSLC) meeting</td>
<td>Attend, or pass your feedback on your learning experience to your course rep.</td>
</tr>
<tr>
<td>23 March 2021</td>
<td>Student-Staff Liaison Committee (SSLC) meeting</td>
<td>Attend, or pass your feedback on your learning experience to your course rep.</td>
</tr>
<tr>
<td>26 March 2021</td>
<td>End of Block 2 teaching period</td>
<td></td>
</tr>
<tr>
<td>June 2021</td>
<td>Board of Examiners’ meeting, and students’ grades posted on MyCampus (exact dates TBC)</td>
<td></td>
</tr>
<tr>
<td>August 2021</td>
<td>Board of Examiners’ meeting, and students’ grades posted on MyCampus (exact dates TBC)</td>
<td></td>
</tr>
<tr>
<td>10 September 2021</td>
<td>End of academic year</td>
<td></td>
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</tbody>
</table>
unexpected last-minute changes to classes, we may also post on Facebook and Twitter to let you know. You can follow us on Facebook and on Twitter @uogshortcourses.

**Course Catalogue**

Course descriptions, aims and intended learning outcomes, and assessment details for all courses offered in Short Courses can be found in the Course Catalogue. 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. Assessment details will also be provided by subject tutors and on course Moodle pages.

**Award of Credit**

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.

Short Courses credit-bearing courses typically carry 5, 10 or 20 University of Glasgow credits. 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.

The award of credit is dependent upon successfully completing the course at the grade D3 or above, and the grade is based on students’ achievement through assessment (see below, for more information on the University’s Code of Assessment, Schedule A).

**Student Awards Agency for Scotland (SAAS) part-time fee grant**

Details on the SAAS part-time fee grant can be found our webpages at [http://www.gla.ac.uk/study/short/informationforstudents/fees/](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 Advice & Guidance Manager may be able to help, or see Registry’s website at: [http://www.gla.ac.uk/students/money/](http://www.gla.ac.uk/students/money/).

### 2. Getting Started

**GUIDs and Student Cards**

Your Student Card will be posted to you in September/October. This shows your Student Glasgow University ID (GUID) number, and will enable you to access physical facilities such as the Library if these are open and you wish to go onto campus.
Your GUID 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.

**IT Services**

There is a lot of support available to make sure you are able to access online systems.

[IT Support for Students](#) shows you how to get online, access your emails, reset or change your password, and much more.

If you find at any point during your studies that you have difficulty accessing University IT systems, you can report and seek support from the [IT Helpdesk](#).

For help with learning online, go to Section 3: Learning and Teaching in this Handbook.

**MyCampus**

MyCampus is the University of Glasgow’s online information management system for data about your student lifecycle, including enrolment, academic programmes and plans, classes, and grades and awards. Different parts of MyCampus can be accessed by staff and students, both to record and view data.

A record of all the courses you have registered for or completed is held on MyCampus, and this record will become part of your Higher Education Achievement Record (HEAR). You can access MyCampus via [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 (generally, in January, June and August). The University will send a notification to your University email account once your grades have been published.

**Moodle**

Moodle is the University of Glasgow’s centrally supported Virtual Learning Environment (VLE), which offers secure access to course materials and to your virtual Zoom classrooms. You will also submit assessments through Moodle.

Your use of Moodle will be essential to your studies. You can [log in to Moodle](#) using your GUID and password; this [How to Access Moodle](#) guide will help you get started. It is important that you familiarise yourself with the way Moodle works so that you can get the most out of the learning resources hosted there.

You should regularly use the following Moodle pages:

- the Moodle pages for your specific course(s)
- the ‘Short Courses Info for Students’ Moodle page
Zoom

Zoom video conferencing is used in courses as a virtual classroom. As a University of Glasgow student, you will have your own Zoom account, which you log in to using your GUID and password. Links to classes will be posted up in your course Moodles, and you can also host your own meetings, for example for group work.

If you are unfamiliar with Zoom, this How to Zoom guide will take you through the basics.

Office 365

As a University of Glasgow student, you have access to Microsoft Office software including Word, PowerPoint, Excel and OneDrive.

If you are unfamiliar with Office 365, this How to Access Office 365 guide will get you started.

Higher Education Achievement Record (HEAR)

The University retains a central record of your awarded grades, which can be accessed through MyCampus. You can request a copy of your Higher Education Achievement Record (HEAR) by contacting Student Services. There is no charge to current students for this service.

3. Learning and Teaching

Library and Academic Sources

The University Library has a wide range of online materials, including e-books and online journals. If you need to search for material for your course(s), always use the Library search facility rather than an open internet search. This helps to ensure that you are using academic sources, and that you will not be charged for accessing pay-to-view material.

The following resources provide guidance on identifying and using academic sources:

- Get to Know Academic Sources
- Get to Know a Journal Article

Referencing and Plagiarism

When you are writing essays, reports, and any other form of written assessment, you will need to show where your information and ideas have come from, and what reading you have done. You do this by including references in your text, and a bibliography or reference list at the end. These also enable your readers to check the sources you have used. You can find out more about how referencing works and why it matters in this resource: Sources and Referencing: building knowledge and generating ideas.

Not referencing correctly may result in you including the work of others in an assignment as if it were your own. This is plagiarism, and is a serious academic offence, not only when done deliberately, but also when it is due to lack of knowledge or understanding of how to cite and reference your sources properly. Plagiarism is a breach of the Student Code of Conduct, and can lead to you receiving a reduced mark or a penalty grade H (effectively a ‘zero’). The Learning Enhancement and Academic Development Service (LEADS) has more information of what
happens in cases of plagiarism). You are also strongly encouraged to read the University plagiarism statement.

In order to comply with University regulations, you will be required when submitting an assignment through Moodle to agree to a statement of originality that confirms that the submission is your own work.

Accidental plagiarism can be avoided by learning how to cite and reference properly. The Library’s guide to referencing is a good place to start, and LEADS for students has a Moodle course on Good Academic Practice that provides more detail on plagiarism and referencing.

Referencing styles (for example Harvard, Chicago, the use of footnotes) differ across academic disciplines; your tutor will advise you on the referencing style to be used in your subject area.

For more advice on referencing, academic sources, and plagiarism, you can also contact Dr Clare Brown, the Access and Skills Co-ordinator: clare.brown.2@glasgow.ac.uk.

**Turnitin**

Turnitin is an online system that detects portions of a written text that come from another source. This is called ‘similarity checking’.

Turnitin can be used formatively by students to improve their academic writing by allowing them to see where they may have inadvertently plagiarised through inappropriate or incomplete referencing. You can find out more about this from LEADS’ plagiarism guidance.

In addition, Access assessments should be submitted through Moodle, which incorporates Turnitin. Again, LEADS’ guidance is a good starting point.

**Teaching and Learning Online**

All short courses for 2020–21 will be delivered online. You will need to familiarise yourself with the main IT systems used for teaching and learning: Moodle, Zoom and Office 365. This will enable you to get the most out of your course(s).

The precise format of each course will vary, but you are likely to encounter some of the following:

- Live Zoom classes, which may include lecture-style segments, discussion, and activities
- Set online reading
- Activities and quizzes to be completed individually in your own time
- Group discussion boards
- Collaborative online activities

Online learning can be challenging. Use the Glasgow Anywhere resources to help you. You may find the Moodle course on the essential elements of learning, studying and researching online particularly useful.

**Learning Development**

While the content of your subject(s) is important, so too is the process of becoming an effective learner. This includes developing an understanding of academic discourse (the conversations that happen within an academic subject or discipline), learning how to read and understand academic texts, how to take effective notes, develop coherent arguments, and express these in a variety of written and oral forms.

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, and bookings for advice sessions, can be found on the LEADS webpages. You 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.

For further advice on developing your learning, you can also contact the Access & Skills Coordinator, Dr Clare Brown: clare.brown.2@glasgow.ac.uk.

4. Assessment and Feedback

Assessment Methods

All assessment for all courses during 2020–21 will be completed or submitted online; there will be no formal examinations, class tests, or presentations conducted on campus.

Each course will offer a range of formative and summative assessments:

- Formative assessments help support your learning and the development of your understanding of the course subject; they do not count towards your final grade. However, you are strongly encouraged to complete these as you will receive valuable feedback to support you in your studies.
- Summative assessments formally test how far you have met the intended learning outcomes for the course, and determine the final grades for your courses. 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.

Specific assessment requirements will be set out in course handbooks and/or Moodle pages.

Grading and Feedback

Your work will be graded using the University’s Code of Assessment. Schedule A of the Code sets out the possible outcomes (grades), in relation to how well you have met the learning outcomes being assessed. These are expressed on a 22-point scale; the Senate Office’s student guide to understanding the marking system explains this in more detail.

In accordance with the University Code of Assessment, tutors grade your work anonymously, unless this is impossible due to the nature of the assessment.

Note that penalties will be applied for late submission without an agreed extension (see Section 7: Good Cause below), and for exceeding specified maximum word-counts in written assignments.

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. It should also explain to you how the tutor has applied the criteria for grading a particular piece of assessment. Tutors are required to provide you with details of what you have done well in a piece of work (feedback), and on specific steps you might take to improve your work (feedforward). If you require further feedback or clarification from a tutor, please let them know.

You can also find more help on understanding feedback in LEADS’ Assessment and Feedback Toolkit.
**Deadlines**

Students must submit coursework in accordance with the deadlines. If you are unable to submit work on time because of medical or difficult personal circumstances, extensions may be granted in accordance with University’s regulations governing Good Cause (see Section 7: Good Cause below).

If an extension has not been granted in advance, penalties are applied in line with the University’s Code of Assessment for late submission. 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.

Check the Code of Assessment for further details and penalties for late submission (section 2.2 of the Code).

**Board of Examiners**

Grades for your course(s) will be confirmed at Board of Examiners meetings. These are held three times per year: January, June, and August. Members of the Board include the Subject Co-ordinators, the Access and Skills Co-ordinator, the Advice and Guidance Manager, the Quality Officer, and External Examiners.

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, to confirm that our academic standards are comparable with other similar programmes in UK higher education institutions, and to ensure that the assessment process is fair and accurate for students. Short Courses uses External Examiners for each of its main subject areas. The External Examiners undertake their role by looking at a sample of students’ coursework, as well as the overall distribution of grades for the courses, confirming these grades, and contributing to the discussions at the Board of Examiners’ meetings.

Once the Board of Examiners has confirmed grades, the overall grade for your course(s) will be published on MyCampus. The University Senate reserves the right of examiners to correct an erroneous result. Please note that if you have any debt to the University that you will not be able to view your grade.

**Reassessment**

You are entitled to resubmit assignments 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 grade of 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) may 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.
You are encouraged to contact the Advice and Guidance Manager, Irene Vezza (irene.vezza@glasgow.ac.uk), if you have concerns over reassessment.

Online Submissions
It is important to follow your tutors’ instructions regarding the submission of coursework, and to ensure that you submit by the specified deadlines. For electronic submission of coursework, note that it is your responsibility to upload the submission correctly. If you fail to do so it will count as a non-submission and any subsequent resubmission after the deadline will be subject to the standard late submission penalties. Note that tutors are not required to check submissions before marking and therefore may not identify any problem until sometime after the submission date has passed.

Across all short courses, assessments should usually be submitted through Moodle (via assignment upload), and written assignments will be similarity checked through Turnitin (See Section 3 above). Any assignments with different submission arrangements will be explained by subject tutors on relevant Moodle pages.

Marking is conducted anonymously; therefore, you should not include your name on your coursework. You will be required, in order to comply with University regulations, to agree to a statement of originality when submitting through Moodle. This is your confirmation that your submission is your own work.

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

Please note that all grades released are provisional subject to approval by the Board of Examiners meetings in January, June or August.

5. Services and Support

Advice and Guidance
You are welcome to contact Irene Vezza, Advice and Guidance Manager, if you wish to discuss any issues concerning your studies in Short Courses. This could range from problems with attending class to applying for full or part-time study, choice of course/career, disability and finance. You can contact Irene by email: irene.vezza@glasgow.ac.uk.

Disability
Disability Services
The University has a Disability Service (DS) with staff dedicated to providing a full range of advice and support for students with disabilities. They welcome enquiries and applications from students including those with dyslexia, chronic medical or mental health conditions, an autism spectrum condition, sensory impairments, and mobility impairments. They can provide practical assistance relating to access, equipment, and exam procedures.

The Disability Service has been offering online appointments since the start of lockdown (phone appointments where required) and this is continuing for the time being. Disability Advisers are already meeting with pre-entry students for Needs Assessment remotely. They are contactable on 0141 330 5497 and disability@glasg.ac.uk. The DS website contains further details and useful information.
Disability Co-ordinator
Irene Vezza is the Disability Co-ordinator for Short Courses: irene.vezza@glasgow.ac.uk. Students are encouraged to disclose as early as possible any relevant disability or condition to ensure that appropriate support is arranged. 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 be stored and shared only in accordance with current legislation. You can find more information in the University’s Guidance for Students.

Dyslexia
If you are experiencing study difficulties, and think these may be caused by a specific learning difficulty such as dyslexia or dyspraxia, you should arrange a screening test to identify if you have any indicators of dyslexia.

Current registered students can contact the Disability Service by e-mailing disability@glasgow.ac.uk to arrange for the on-line dyslexia screening test, QuickScan®, for adults.

QuickScan® 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.

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: disability@glasgow.ac.uk.

English Language Development
If English is not your first language, and you would benefit from support with English language for study, English for Academic Study has classes and resources to help.

You can also seek support from the Learning Enhancement and Academic Development Service (LEADS), which offers specific writing advice for international students.

Health and Wellbeing
- Advice and counselling (but note that part-time students may not be able to access CAPS for counselling)
- Disability Service
- Safety, Health & Wellbeing
- Spirituality and religion
- Sport and recreation
- SRC advice centre
- Student life
6. Student Voice

Introduction

In Short Courses, as in higher education more generally, we place strong importance on hearing student views on their experiences, and on responding to these in order to improve student learning experiences. 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.

Staff–Student Liaison Committee (SSLC)

Students on each short course have the opportunity to elect a class representative. Class representatives provide one of the channels for students to raise any issues of concern, or suggestions for improvement. Class representatives from across Short Courses come together to form the student element of 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 email frances.haworth@glasgow.ac.uk to indicate their membership or interest.

Class representatives will be invited to attend SSLC meetings, which will be held three times per year. The meetings provide information and updates on the general running of short courses, as well as seeking feedback on course experiences and views on, for example, proposed new developments. Any issues of concern can be brought to the SSLC. Representatives may also contact the relevant Subject Co-ordinator at any other time to raise any issues. Minutes of these meetings are published on Moodle and My Class Reps. 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 if appropriate.

Meetings are normally held on Tuesdays, 17.30-18.30, on Zoom. The dates for your SSLC meetings in 2020–21 are:

- 27 October 2020
- 19 January 2021
- 23 March 2021

The University’s Student Representative Council (SRC) offers training to students volunteering to take on a student representative role, and we strongly encourage all class representatives to undertake this training.

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

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 variety of services, has an Advice Centre independent of the University, and runs a Nightline telephone service.

Course Evaluation/EvaSys

The University uses a web-based course evaluation system called EvaSys to gather feedback on your experiences of teaching and learning. You will be invited to complete an online evaluation form during the final weeks of your course. Tutors will be provided with an anonymised collated
summary of students’ feedback, and are asked to respond, including identifying areas for improvement. Tutor responses should 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 the Advice and Guidance Manager (irene.vezza@glasgow.ac.uk) or the relevant Subject Coordinator. You are encouraged to raise problems sooner rather than later to allow us to resolve them.

7. University Regulations and Procedures

Introduction
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 on the Senate Office webpages.

If you would like to receive a copy of the section of the University Regulations that provides general information to students, or of the regulations relevant to Short Courses specifically, please contact Dr Janice Ross, the Quality Officer for Short Courses: janice.r.ross@glasgow.ac.uk.

Attendance and Absence
Attendance on your course(s) is very 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 to get feedback. They include opportunities for staff to identify difficulties you might be having and to support you, and 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.

Significant absences should be reported through MyCampus in line with the University’s Student Absence Policy. 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.

Religious Observance
Students with religious commitments should consult the University’s Religion and Belief Guide for information about classes and assessments clashing with religious activity.

Good Cause
We recognise that illness or serious personal circumstances sometimes get in the way of studies. If you believe that illness or difficult personal circumstances will prevent/have prevented you from completing an assessment, or that these caused you to do less well in an assessment than you would have done otherwise, you must bring these circumstances to the attention of Short Courses staff. You do this by recording a ‘Good Cause’ in your Student Centre on MyCampus. The MyCampus system will then report this to the relevant Short Courses managers. Please note
that Good Cause must be reported via MyCampus and that paper submissions of a Good Cause are not accepted by the University.

Good Cause claims must be submitted within seven 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. Please read the University guidance for students on reporting Good Cause, and the Key FAQs for Students.

Withdrawal

If you wish to withdraw from your course(s), please refer to the Transfers, Cancellations, Withdrawals and Refunds section of the Short Courses webpages.

It is important that you keep us informed if you wish to withdraw from your studies, or you will continue to be registered on MyCampus as a current student, and you may eventually be recorded as not having completed/passed your course(s).

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. You should therefore familiarise yourself with this Code.

Behaviour which might breach the Code includes academic misconduct (e.g. plagiarism, cheating in examinations), violent, harassing or threatening behaviour, dishonest or fraudulent behaviour, or the use or supply of drugs.

Complaints

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.

The University’s Student Complaints procedure is detailed on the University website. 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 Advice and Guidance Manager (irene.vezza@glasgow.ac.uk), who will acknowledge and refer your comments to the most appropriate member of staff for attention.

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 Board of Examiners’ meeting). This indication should be sent to the Director for Short Courses, Ms Stella Heath (stella.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 appeal stage is to try and resolve the matter informally with the Director for Short Courses by emailing details of your case and evidence. 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; please read this carefully as it details the processes and sources of advice in the event of an appeal.

Note that 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 also seek guidance from the SRC Advice Centre regarding the appeals process and the validity of their appeal.

8. Further studies

Introduction

Many of our Short Courses students wish to continue and extend their studies. There are a number of options and routes available, depending on individual students’ circumstances including: the Access to Higher Education route; Certificates and Diplomas of Higher Education; full-time degree study; and part-time degree study.

Access to Higher Education

Short Courses offers the University’s Access to Higher Education route.

Access to Higher Education is an alternative route into undergraduate degree programmes for students who do not meet standard entry requirements. Acceptance onto their chosen degree programme, at the University of Glasgow or at another HEI, will be subject to them receiving an offer through UCAS and meeting the conditional grade tariff required by that offer (please see below).

Access courses meet the need of students to develop both subject-specific knowledge and generic higher education readiness. For admission to a degree programme, University Admissions Officers normally require successful completion of two subjects/courses on Access in order to gain admission to full-time study. Students must complete two subjects, in a single year, in order to gain credit for Access (40 credits at University Level 1/SCQF Level 7). University Admissions Officers will make conditional offers of places in most (non-Medical) degrees.

Further information on Access to Higher Education can be found on the Short Courses webpages here: https://www.gla.ac.uk/study/short/accesscourses/accessfaqsandessentialinformation2020-21/#d.en.728514 Please also contact our Access & Skills Co-ordinator, Dr Clare Brown clare.brown.2@glasgow.ac.uk or more information on Access
Certificates and Diplomas of Higher Education

Short Courses offers students the opportunity to pursue their studies towards the awards of a Certificate (Cert HE) or Diploma of Higher Education (Dip HE) in specific subject areas. The following programmes of study are offered, leading to the following University awards:

- Cert HE (Art History)
- Cert HE in Egyptology (Language)
- Cert HE in Egyptology (Material Culture)
- Dip HE in Egyptology
- Cert HE (History)
- Cert HE in Psychology
- Cert HE/Dip HE (Creative Writing)

Further Information (the ‘programme specifications’) on the Certificates and Diplomas available through Short Courses can be found here https://www.gla.ac.uk/myglasgow/senateoffice/programmesearch/searchresults/?college=College+of+Social+Sciences&school=Centre+for+Open+Studies&level=ug&academicSession=2017&search=Search

In order to gain a Cert HE, students need 120 credits at level 1 (or above) 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 (or above) 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 Regulations here:

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

Students who are interested in studying towards a Cert/Dip HE should contact the relevant Subject Co-ordinator (for subject-specific questions, for example, which courses to chose) or the Short Courses Quality Officer (Janice.r.ross@glasgow.ac.uk) (for general enquiries about these awards). Students who are on track to attain sufficient credits for an award during AY 2020-21 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.

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.
Full-time degree study and UCAS

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. The Short Courses Access team provide very detailed information and guidance on the UCAS process via a dedicated Moodle page. For more information and advice, please contact the Advice & Guidance Manager, Irene.Vezza@glasgow.ac.uk

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

Such students should contact the Advice and Guidance Manager Irene Vezza Irene.vezza@glasgow.ac.uk by mid-November 2020 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.

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 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 degree study

The University of Glasgow provides details of part-time study provision on its website. You are encouraged initially to contact the Advice and Guidance Manager, Irene Vezza, for guidance on further study: Irene.Vezza@glasgow.ac.uk.