Access to Arts and Social Sciences
Access to Law, Business and Accountancy
Access to Sciences, Engineering and Nursing

Student Handbook

2017-18

Directorate for External Relations
University of Glasgow, St Andrew’s Building, 11 Eldon Street
Glasgow G3 6NH
Welcome

Welcome to our Access programmes for 2017-18. Access aims to help mature students prepare for University and, in particular, to open up a route into higher education for people who have not previously had the opportunity to benefit from it. We hope that you find your time on Access stimulating and rewarding and that it helps you to move on successfully to your future higher education studies.

The Handbook has been prepared to give you guidance on the Access programme generally; an introduction to the facilities available to you; help in planning your studies towards a degree; and pointers to where you can find further information. We hope that you find it useful. If you have feedback on the programme or the Handbook please do not hesitate to contact us.

Best wishes for all success in your Access studies in 2017-18

Dr Alexander MacKinnon, Access Coordinator
Ms Irene Vezza, Access and Guidance Manager
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1. Introduction

The Access programme is located in the University’s External Relations Directorate. The St Andrew’s Building is the main physical base for the key contacts and administrative staff for the Access courses.

The address and contact details for the Centre are:

Access programme  
External Relations  
University of Glasgow  
St Andrew’s Building  
11 Eldon Street  
Glasgow G3 6NH

Tel: 0141 330 1835  
Fax: 0141 330 1821  
Email: openstudies-access@glasgow.ac.uk  
Web: http://www.gla.ac.uk/study/short/

Key contacts for the Access programme/courses:

Administration  
E-mail: openstudies-access@glasgow.ac.uk

Dr Alexander MacKinnon  
Access Coordinator  
Tel: 0141 330 1857  
E-mail: Alexander.MacKinnon@glasgow.ac.uk

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

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

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

Office hours  
Information Office: Monday to Friday 10.00-1300 and 14.00-16.00
**Teaching and assessment dates**

**Block one**
Teaching period:  
Monday 25 September to Friday 8 December 2017

**Block two**
Teaching period:  
Monday 8 January to Friday 23 March 2018

End of course exams: 23 April – 18 May 2018 (some exams may take place in the week beginning 16 April; there may be exams on Saturdays 28 April, 5 May and 12 May).

**Reassessment diet**
Exam period:  
30 July – 17 August 2018

**Student cards**
Normally Access students will be able to collect their student cards at the Welcome Evening on 15 September 2017. However depending on your date of enrolment (payment processing), a student card may be available for you to collect from the Information Office from 18th September 2017. You will need your student card to access University facilities such as the Library and to obtain your Student Glasgow University ID (GUID) number. Student cards can normally be collected from the Information Office between the hours of 10.00-13.00 and 14.00-16.00 Monday-Friday. Student cards can take at least three weeks to process once a student has enrolled on a course, therefore it will not be available immediately, in which case the Student ID number will be issued separately.

**Course catalogue**
Course descriptions, course aims and intended learning outcomes, and methods of assessment 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](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 weblink to a specific course you can download the Course Specification document which provides further detail on the course.
2. Accessing University systems

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 given by 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/

Resetting your password
If you have forgotten your password please click: 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 proceed in using 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/). Please see more information on HEAR on page X 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 e-mail once your grades have been published on MyCampus. For the Access course, however, MyCampus will keep only a single grade for each of your subjects, not the separate coursework and examination grades that are important for university entry (see below). These will be sent to you by email after the Board of Examiners.

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 it as an additional resource to lectures and it will be used to provide information applying across the whole of the Access programmes. Use of Moodle will be essential on Access. 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.
Students should be accessing four course Moodle pages to support and enhance their studies:

- Access programme
- UCAS applications
- Subject choice one
- Subject choice two

Higher Education Achievement Record (HEAR) / transcript
The University retains a central record of the grades awarded which can be found on MyCampus. Students can request a copy of their Higher Education Achievement Record (HEAR) by contacting Student Services (studentservices@glasgow.ac.uk) - [http://www.gla.ac.uk/students/sset/transcripts/](http://www.gla.ac.uk/students/sset/transcripts/).

There is no charge to current students for this service.

3. Communicating with the class

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.

All personal correspondence will be sent to your University email address. You must check your University email account on a regular basis and 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](http://www.gla.ac.uk/services/it/studentemail). Many units in the University will insist on communicating only with a University email address (i.e. no Hotmail, Gmail, etc.).

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 MyCampus.

In the event of unexpected last minute changes to classes such as 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](http://www.facebook.com/UofGlasgowShortCourses) and Twitter: @UoGShortCourses.

4. Access Programme

Award of Credit
To successfully complete the Access programme, students must achieve a grade of at least D3 in each of their two courses. Each course is worth 20 credits, so if successful, students will be awarded 40 Level 1 University credits. For comparison, full-time undergraduate students normally take courses worth 120 credits in their first year.

Credits from Access courses are ‘general’ credit, not ‘specific’ so that they will not normally count towards an Honours degree in a particular subject.

A ‘Satisfactory’ (pass) grade is a D. Higher grades than D will normally be required for University entry. The precise combination of grades needed will depend on the degree applied for. The likely tariff for degrees of interest was discussed when you came for interview and a list of tariffs will be made available in Moodle during the first semester.

5. Student Feedback

Introduction
The Access programmes, and higher education more generally, places strong importance on gathering feedback from students on their experiences and views, and in responding to those views, in order to continually improve 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 Access 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. Access class representatives, together with other class-representatives from Short Courses, will together form the SSLC.

Students will be asked to consider nominating a member of the class to join the committee, normally in the second week of class. The nominated or interested student should e-mail Openstudies-admin@glasgow.ac.uk to indicate their membership or interest. Class representatives will be invited to attend meetings which will be held at least three times per year, possibly more often, in November/December, in February and about the end of May. The meetings will provide information and updates on the general running of the programme as well as seeking views on e.g. strategic questions facing the programmes or proposed new developments. Any issues of concern can be brought to the SSLC. Representatives may also contact Dr Alexander MacKinnon at any other time to raise any issues. Minutes of these meetings are published on Moodle and Student Voice (see below). Staff will endeavour to make any necessary changes to deal with issues raised at the SSLC, raising them for action in other Committees of External Relations, as appropriate.

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 Voice**
Student Voice is an online forum 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.

**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. 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 Dr Alexander
MacKinnon. You are encouraged to raise problems sooner rather than later to allow us to resolve them.

6. Using IT facilities in the University

Basic IT course
Use of University IT facilities will be essential for your studies on Access. 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/

Personal development planning using Mahara
Mahara provides the tools to set up a personal learning and development environment. It is available for you to use during your time at the University. It can provide a wide-ranging view of your learning and development over different subject areas and throughout your studies. These can relate to your academic, career or personal development aspirations, or all of these.

You will find Mahara by accessing Moodle.

Office 365
A campus software license 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/.

7. University regulations and procedures

The Access programmes operate 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:- http://www.gla.ac.uk/myglasgow/senateoffice/policies/calendar/calendar2017-18/

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

Student Attendance and the Student Absence Policy

The University has a Student Absence Policy, information on which can be found at the following weblink: http://www.gla.ac.uk/myglasgow/senateoffice/policies/studentsupport/absencepolicy/

Attendance on Access courses is monitored 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 your attendance can be recorded accurately.

If you are wishing to withdraw from the course please inform Centre administration (openstudies-access@glasgow.ac.uk), by completing the Student Withdrawal form and returning it to the Information Office on the ground floor of the St. Andrews Building. It is in your best interests to keep us informed.
**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 weblink:

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 exams and coursework. 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 the Access programmes. This is done by recording a ‘Good Cause’ in your Student Centre on MyCampus within 7 days of the coursework submission/exam date. The MyCampus system will then report this to the Access programme managers. Please note that paper submissions of a Good Cause submission cannot be accepted.

It is extremely important that you understand University policy and consult these regulations. 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.

Detailed guidance on the University’s Good Cause system can be found on its website using the following link: http://www.gla.ac.uk/media/media_420013_en.pdf. We have replicated below that guidance, because of its importance.

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**Guidance for Students on Reporting Good Cause (from the Senate Office, November 2016)**

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 week (seven consecutive days) of the date of the affected assessment.

1. **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).

2. **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.)

3. 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 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 outcome of the academic decision that they wish to appeal against. This intimation 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 and 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.

You have a right to appeal to the College of Social Sciences Appeals Committee and then to Senate if you are not satisfied with the outcome of discussions with the Director for Short Courses.

The University produces guidance for students on academic appeals, and this can be found at the following weblink:
http://www.gla.ac.uk/myglasgow/senateoffice/studentcodes/students/academicappeals/#/theprocessandanappealaracomplaint?,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 weblink: [http://www.gla.ac.uk/myglasgow/senateoffice/studentcodes/students/complaints/](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 Programme administrative team openstudies-access@glasgow.ac.uk who will acknowledge and refer your comments to the most appropriate member of staff for attention.

**8. Assessment**

**Methods of assessment**

Each course will offer a range of both formative assessment and summative assessment during the 22 weeks of study. 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 includes 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 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. 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 not provided for/in relation to class tests and formal examinations.

Students will complete:
- coursework: variety of assessments as appropriate with the subject; essays, home exercises, small class tests and written reports. Information on this will be provided by the tutor, and is also set out in the course specification.
- one 60 minute final examination in each subject at the end of academic year.

In MyCampus, the University records one final grade for each course you have undertaken ie one grade for Subject One, and one grade for Subject Two.

For the purpose of your UCAS application to University, the assessment outcomes will be recorded as four individual grades:
- Subject one coursework
- Subject one final examination
- Subject two coursework
- Subject two final examination

Glasgow University Admissions Officers will normally set a minimum standard for entry to a degree in terms of the four grades e.g. ABBC, BBBB.

**Submitting coursework**
It is important to follow the tutor’s instructions regarding the submission of coursework and ensure that you submit by the deadline. Across the Access courses, tutors may ask you to submit your coursework in paper/hard copy, electronically (e.g. 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 Access programme 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 are provisional subject to approval by the Board of Examiners’ meeting in June.

**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 weblink: [http://www.gla.ac.uk/media/media_275332_en.pdf](http://www.gla.ac.uk/media/media_275332_en.pdf)

**Exam arrangements**

The dates of your 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](http://www.gla.ac.uk/media/media_194090_en.pdf)

*It is very important that you attend examinations with your student card – this is your proof of ID to give you access to the exam hall.*

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.

**Board of Examiners’ meeting**

The Board of Examiners meetings are held two times per year; June and August. Members of the Board include the subject specialist, tutors, 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. There are two External Examiners for the Access programme: one for the Arts and Social Sciences subjects and one for the Sciences subjects. 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.

Once the Board of Examiners’ have confirmed grades the overall grade for each will be published on MyCampus and students will be notified of the breakdown of grades by e-mail.

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 nor will the grade breakdown be released.

Students achieving a grade of D or above in both Access courses will be invited to attend an Awards Ceremony in late June. Access Certificates provided at the ceremony will provide a record of grades attained.

**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. If a Good Cause request has not been made and granted, second attempt resits will not normally lead to university entry.

Students are encouraged to arrange an appointment with Irene Vezza, Irene.Vezza@glasgow.ac.uk if they have concerns over reassessment as it may be possible to be admitted to a future Access Programme.

9. Referencing and how to avoid plagiarism

References, quotations and bibliographies

Introduction
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 can lead to unwitting plagiarism which can result in your work receiving no grade. This means including quotations, references and a bibliography. These are 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.

When you are working on your essay or report it is a good idea to get into the habit of compiling a working bibliography as you go along. This will comprise all the books, articles and other sources which look useful. It is a list which will evolve as your work progresses, beginning with preliminary reading and gradually adding new sources and discarding others which you don’t need. The working bibliography will become the list of works cited at the end of your essay or report.

On a practical note
You can just list these sources on a sheet of paper but writing each one on a separate index card makes the job much more flexible. On a computer simply create a file for the working bibliography and enter titles as you go along. Experience shows that it is important to record full bibliographic details for each source included in your working bibliography. If you don’t do this then you may not be able to find the source again when you need it. This will have a detrimental impact on your grade.

Useful links to assist you:

Definition and guidance referencing:-
http://www.gla.ac.uk/services/library/subjectssupport/informationskills/referencing/
Harvard system of referencing:-  http://libweb.anglia.ac.uk/referencing/harvard.htm

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 it will be treated as a breach of student conduct.

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. It is important to note that there is no such thing as a “golden originality percentage”. 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/

Support in writing essays can be sought from Student Learning Services: http://www.gla.ac.uk/services/sls/. You will also find it useful to access the tab referring to Turnitin which is another similarity checking software used by the University.
10. Code of Assessment (Schedule A)

Your work will be graded by tutors using the University’s Code of Assessment. Schedule A in the Code sets out the possible outcomes (grades), in relation to how well you have met the learning outcomes being assessed.

<table>
<thead>
<tr>
<th>Primary Grade</th>
<th>Gloss</th>
<th>Secondary Band(a)</th>
<th>Grade Point</th>
<th>Verbal descriptor</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Excellent</td>
<td>1</td>
<td>22</td>
<td>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</td>
</tr>
<tr>
<td>B</td>
<td>Very Good</td>
<td>1</td>
<td>17</td>
<td>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</td>
</tr>
<tr>
<td>C</td>
<td>Good</td>
<td>1</td>
<td>14</td>
<td>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</td>
</tr>
<tr>
<td>D</td>
<td>Satisfactory</td>
<td>1</td>
<td>11</td>
<td>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</td>
</tr>
<tr>
<td>E</td>
<td>Weak</td>
<td>1</td>
<td>8</td>
<td>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</td>
</tr>
<tr>
<td>F</td>
<td>Poor</td>
<td>1</td>
<td>5</td>
<td>Attainment of intended learning outcomes appreciably deficient in critical respects, lacking secure basis in relevant factual and analytical dimensions</td>
</tr>
<tr>
<td>G</td>
<td>Very Poor</td>
<td>1</td>
<td>2</td>
<td>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</td>
</tr>
<tr>
<td>H</td>
<td></td>
<td>0</td>
<td>0</td>
<td>No convincing evidence of attainment of intended learning outcomes, such treatment of the subject as is in evidence being directionless and fragmentary</td>
</tr>
<tr>
<td>AU</td>
<td>AUDIT ONLY</td>
<td></td>
<td></td>
<td>Students who explicitly opt out of assessment and who are not in receipt of a SAAS part-time fee grant.</td>
</tr>
<tr>
<td>CR</td>
<td>CREDIT REFUSED</td>
<td></td>
<td></td>
<td>Minimum award for credit has not been met, and no attempt was taken to complete the assessment at second diet.</td>
</tr>
<tr>
<td>CW</td>
<td>CREDIT WITHHELD</td>
<td></td>
<td></td>
<td>Minimum award for credit has not been met. Opportunity for re-assessment available (as second diet(b)).</td>
</tr>
<tr>
<td>MV</td>
<td></td>
<td></td>
<td></td>
<td>Approved compassionate or certified medical absence. Students will be offered opportunity for re-assessment (first diet(b)).</td>
</tr>
</tbody>
</table>

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.
11. University services

The Centre 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 Irene Vezza, Guidance Manager, if they wish to discuss any issues concerning their studies on Access and beyond. 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 enhance your learning experience. If you would like to make your learning techniques more effective, you can find more information about the SLS at www.gla.ac.uk/myglasgow/leads/. Topics for discussion include improving essay writing, revision techniques, exam techniques and note-making. Students are encouraged to make use of the support offered as early as possible as many of the dates are held early in the block.

Support for students with disabilities

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 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 exams procedures. 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.

Irene Vezza is the Disability Coordinator for the Access Programme and can be contacted in the first instance (tel: 0141 330 1823 or email Irene.vezza@glasgow.ac.uk).

Early disclosure is important. 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 is Disability Coordinator for Access and 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 the Centre for Open Studies, 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. The telephone number is 0141 330 5497 email: disability@glasgow.ac.uk. The DS 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 (QuickScan®)**
If you are experiencing study difficulties and think these may be caused by a specific learning difficulty such as dyslexia or dyspraxia, you can do a screening test to identify if you have any indicators of dyslexia.

Currently registered students should contact the Disability Service on 0141 330 4597 or by e-mailing: disability@glasgow.ac.uk to arrange for the on-line dyslexia screening test, QuickScan®, 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

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.

If the 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 contact Disability Services in the first instance for further details. Please note the cost of this assessment will be £250. Normally you will be reimbursed for this cost unless the Educational Psychologist’s assessment findings do not confirm a specific learning difficulty.

**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 that you register with Disability Services by the deadlines noted below:

December exams: To be confirmed
April/May exams: To be confirmed

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 St., beside the Hunterian Art Gallery, in the centre of the University. 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:
Information for new students:-
http://www.gla.ac.uk/myglasgow/library/help/
http://www.gla.ac.uk/services/library/usingthelibrary/informationfornewstudents/

12. Further study
Applications for full-time study
The majority of students on Access will be hoping to move on to full-time study afterwards. Successful completion of the programme will be accepted instead of ‘Highers” or similar school level qualifications for entry to undergraduate degree in Glasgow and many other universities. Exactly what counts as “successful” will be dependent on the course(s) and University/ies applied to, and will be determined by the University Admissions Officers.

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). The Access team provide very detailed guidance on the UCAS process via a dedicated Moodle page and Access students should be using Moodle from as early as possible in their studies. Please do not start your UCAS form until you have been issued with guidance from the Access team.

The closing dates for UCAS applications are detailed in Section 16 but to ensure that students meet this deadline and all relevant sections are completed it is necessary for there to be an earlier Centre 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 programme managers.

UCAS will apply a fee to your application:
• £13 - applying to only one course at one university
• £24 - applying to more than one course.

To pay this fee applicants must provide UCAS with their credit or debit card details. In any one year you can apply to a maximum of five different courses in five different universities.

Students registered for the Access programme must not complete the UCAS application as a ‘private individual’. The Access Programme is recognised as a ‘school or college in UCAS and students should attach their application to Open Studies using the ‘buzzword’ which can be found on Moodle. Once the application is complete the applicant will be asked to enter their payment details and click ‘pay and send’ which will then send the form to the Centre for Open Studies. The Access Team will add a holding reference that describes the Access programme, details nothing about you personally and usually generates conditional offers from most Universities (see below). The team will scrutinise
applications received by the Centre’s deadline for errors and return it to the student if changes are necessary. Thus it is essential that you keep an eye on your email after submitting the application, in case we contact you about something that must be changed. It is important to note that only the applicant themselves can make changes to their UCAS application.

The UCAS application form asks for a variety of information. The Access team will provide very detailed guidance on how to answer these questions via the dedicated Moodle page. If students are unsure on how to answer questions in the application, there is no point in guessing, and usually no need: how to answer will be described in detail in our notes. In particular, we explain exactly how the Access qualifications should be described.

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.

Following your offer you were admitted to one of the three Access programmes, Access to Arts and Social Sciences; Access to Law, Business and Accountancy; Access to Science, Engineering and Nursing. These give entry to degree programmes in Glasgow as follows:

- Access to Arts and Social Sciences acts as preparation for undergraduate study; and satisfactory performance is usually acceptable for entry to the undergraduate degree programmes in the College of Arts; and to Social Science and Business degrees in the College of Social Sciences. Access students taking the Arts and Social Sciences programme may also apply for degrees in Accountancy (BAcc), Law (LLB), Music (BMus), Social Work and the MA in Religious and Philosophical Education with Secondary Teaching; but in all these cases different and/or additional admissions criteria apply. If this was not explained to you at your interview you should check with the Access team before completing your UCAS application.
- Access to Law, Business and Accountancy prepares you for entry to the College of Social Sciences, studying towards a degree in exactly those subjects.
- Access to Science, Engineering and Nursing prepares you for entry to degrees in the College of Science and Engineering, to Life Sciences degrees in the College of Medical, Veterinary and Life Sciences, and to the Nursing degree. In a few cases (e.g. Electronics with Music) you may need additional qualifications. Access is not at present accepted for entry to degrees in Medicine, Dentistry or Veterinary Science. Access students wishing to apply for the degree in Nursing (BN) should take Biology and Chemistry; but you will need to satisfy additional admissions criteria. Applicants to Nursing will have to attend an interview before the University decides whether to offer them a place or not. If this was not explained to you at your interview you should check with the Access team before completing your UCAS application.

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. If you take Access to Arts and Social Sciences but apply to the Colleges of Science and Engineering or Medical, Veterinary and Life Sciences you will almost certainly have your application rejected.
Other universities
Other universities will usually make offers to applicants taking one of our Access programmes but there are no guarantees. If you are keen to gain entry to a course at another University than Glasgow it would be wise to make contact with their Admissions Officers to make sure that they will accept Access as an entry qualification. We will be happy to provide more detailed description of the Access programmes to other universities’ Admissions Officers if necessary.

Conditional offers
It is most likely that you will receive conditional offers from the universities you apply to. This means that the university will accept you onto the degree course of their choice on the condition that you attain certain minimum grades on the Access programme. Once you firmly accept one of the conditional offers you will know the grades that you should be aiming for on Access. We should have been able to let you know in October 2017 the agreed grades set by the University of Glasgow Admissions. Other universities will make their own decisions and may look for higher or lower grades than are needed for the equivalent course in Glasgow.

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, in the External Relations Directorate, offers courses that carry credit at University Levels 1 and in some cases level 2. This is an option for people who would like to work towards 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/
## 13. Key Dates and Checklist for 2017-18

<table>
<thead>
<tr>
<th>Month(s) Date(s)</th>
<th>Event</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>W/C 25 September</td>
<td>Block 1 begins</td>
<td>Visit Computing Service reception, James Watt (North) Building with student card or log on at any computing cluster using your ID number and date of birth (to be confirmed).</td>
</tr>
<tr>
<td>September/October</td>
<td>Access to your student record on MyCampus, and Moodle using your GUID (Glasgow University ID)</td>
<td>Access Registry website, consult tutor and carefully note dates in diary. Complete and return UCAS declaration form as instructed.</td>
</tr>
<tr>
<td>October</td>
<td>Record of dates for examinations and deadlines for other assessed work. UCAS declaration form issued to state UCAS intentions</td>
<td>Refer to <a href="http://www.gla.ac.uk/services/disability/">http://www.gla.ac.uk/services/disability/</a> for information. Check UCAS moodle page for guidelines to complete UCAS form and note any workshop dates.</td>
</tr>
<tr>
<td>4 November</td>
<td>Deadline for registering for exam support through Disability Services. UCAS guideline and support offered via workshops.</td>
<td>Refer to <a href="http://www.gla.ac.uk/services/disability/">http://www.gla.ac.uk/services/disability/</a> for information. Complete and submit UCAS application by today if applying to a vocational course.</td>
</tr>
<tr>
<td>24 November</td>
<td>Deadline for completing applications to vocational courses, e.g. Law, Teaching, Nursing, Accountancy</td>
<td>Final UCAS process date for all other applications to University.</td>
</tr>
<tr>
<td>8 December</td>
<td>End of block 1 teaching period All UCAS forms to be completed</td>
<td>Check deadlines for replying to UCAS offers (<a href="http://www.ucas.com">www.ucas.com</a>)</td>
</tr>
<tr>
<td>8 January</td>
<td>Block 2 begins</td>
<td>Confirm dates and venues on Registry webpage</td>
</tr>
<tr>
<td>February (and ongoing)</td>
<td>UCAS offers and correspondence</td>
<td>Check deadlines for replying to UCAS offers (<a href="http://www.ucas.com">www.ucas.com</a>)</td>
</tr>
<tr>
<td>3 March</td>
<td>Deadline for registering for exam support through Disability Services.</td>
<td>Refer to <a href="http://www.gla.ac.uk/services/disability/">http://www.gla.ac.uk/services/disability/</a> for information.</td>
</tr>
<tr>
<td>23 March</td>
<td>End of block 2 teaching period</td>
<td></td>
</tr>
<tr>
<td>16 April – 20 April</td>
<td>Revision classes held during this week</td>
<td></td>
</tr>
<tr>
<td>23 April – 5 May</td>
<td>Final examinations held</td>
<td>Confirm dates and venues on Registry webpage</td>
</tr>
<tr>
<td>June</td>
<td>Examination grades published on MyCampus.</td>
<td>Pay attention to outcomes reported via UCAS. If necessary, contact Access Guidance Adviser for advice about further study</td>
</tr>
<tr>
<td>30 July – 17 August</td>
<td>Resit examinations held</td>
<td>Details will be communicated to relevant students.</td>
</tr>
<tr>
<td>August</td>
<td>August resit grades published on MyCampus.</td>
<td>Contact Access Guidance Adviser for advice about further study</td>
</tr>
</tbody>
</table>
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 to the St Andrew’s Building 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.

Please note that classes for your access courses will be located across the University, and not just in the St Andrew’s Building. Please use this link to the campus map: http://www.gla.ac.uk/explore/maps/ and also the room finder app: http://www.gla.ac.uk/apps/

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.

Kelvinbridge Underground offers all day parking (http://www.spt.co.uk/subway/maps-stations/parking/)

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:- http://www.gla.ac.uk/services/sport/membership/categories/#/guconnect or contact University of Glasgow Sport at: Stevenson Building, 77 Oakfield Avenue. Tel: 0141 330 4540. http://www.gla.ac.uk/myglasgow/sport/

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. Please contact the unions directly to ask about membership eligibility.

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.
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.