



University  
of Glasgow

# **Credit-bearing courses**

## **Student Handbook**

**2017-2018**

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

# Welcome

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

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

Stella Heath  
Director, Short Courses

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## 1. Key contacts

The address and contact details for Short Courses are:

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

Tel: 0141 330 1835

Fax: 0141 330 1821

Email: [openstudies-admin@glasgow.ac.uk](mailto:openstudies-admin@glasgow.ac.uk)

Web: <http://www.gla.ac.uk/study/short/>

### Key contacts

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

E-mail: [openstudies-admin@glasgow.ac.uk](mailto:openstudies-admin@glasgow.ac.uk)

Irene Vezza  
Student Guidance Adviser/Disability Manager

Tel: 0141 330 1823

E-mail: [Irene.Vezza@glasgow.ac.uk](mailto:Irene.Vezza@glasgow.ac.uk)

Dr Janice Ross  
Quality Officer

Tel: 0141 330 1825

E-mail: [Janice.r.ross@glasgow.ac.uk](mailto:Janice.r.ross@glasgow.ac.uk)

Stella Heath  
Director, Short Courses

Tel: 0141 330 1931

E-mail: [stella.heath@glasgow.ac.uk](mailto:stella.heath@glasgow.ac.uk)

### Subject specialists

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

SUBJECT	SUBJECT SPECIALIST
Access programme	Alexander MacKinnon: 0141 330 1857 <a href="mailto:Alec.Mackinnon@glasgow.ac.uk">Alec.Mackinnon@glasgow.ac.uk</a>
Archaeology, Classics including Later Antiquity, and Egyptology	Angela McDonald: 0141 330 4581 <a href="mailto:Angela.Mcdonald@glasgow.ac.uk">Angela.Mcdonald@glasgow.ac.uk</a>
Field Archaeology	Alan Leslie: <a href="mailto:Alan.Leslie@glasgow.ac.uk">Alan.Leslie@glasgow.ac.uk</a>
Art	Maureen Park: 0141 330 1845 <a href="mailto:Maureen.Park@glasgow.ac.uk">Maureen.Park@glasgow.ac.uk</a>
Creative Writing and Music	Alan McMunnigall: 0141 330 1822 <a href="mailto:Alan.McMunnigall@glasgow.ac.uk">Alan.McMunnigall@glasgow.ac.uk</a>
History, Literature and Film	Robert Hamilton: 0141 330 1842 <a href="mailto:Robert.Hamilton@glasgow.ac.uk">Robert.Hamilton@glasgow.ac.uk</a>
Languages	Liam Kane: 0141 330 1854 <a href="mailto:Liam.Kane@glasgow.ac.uk">Liam.Kane@glasgow.ac.uk</a>
Philosophy, Psychology and Counselling Skills	Robert Hamilton 0141 330 2707 <a href="mailto:Robert.hamilton@glasgow.ac.uk">Robert.hamilton@glasgow.ac.uk</a>
Science	Michael Keen <a href="mailto:Michael.Keen@glasgow.ac.uk">Michael.Keen@glasgow.ac.uk</a>

### Office hours

Information Office:

Monday to Friday

1000-1200 & 1400-1600

## **Block and assessment dates**

### Block one

Teaching period:

Week beginning 25 September – week beginning 27 November 2017 (Language courses w/b 2 October – w/b 4 December 2017)

Class test period (normally):

*To be advised by your tutor(s)*

End of course exam period (relevant for courses taught only in Block one):

Wednesday 6 – Friday 15 December 2017 (further information on this examination period can be found on the Registry webpages at

<http://www.gla.ac.uk/myglasgow/registry/exams/> )

### Block two

Teaching period:

Week beginning 8 January to week beginning 12 March 2018 (Language courses w/b 8 January to w/b 12 March 2018)

Class test period (normally):

*To be advised by your tutor(s)*

End of course exam period (relevant for courses taught only in block two): Monday

23 April – Friday 18 May 2018 (further information on this examination period can be found on the Registry webpages at <http://www.gla.ac.uk/myglasgow/registry/exams/> )

### Block three

Teaching period:

Week beginning 16 April to week beginning 18 June 2018 (Language courses w/b 16 April to w/b 18 June 2018)

Class test period (normally):

*To be advised by your tutor(s)*

End of course exam period (relevant for courses taught only in block three): Monday

23 April – Friday 18 May 2018 (further information on this examination period can be found on the Registry webpages at <http://www.gla.ac.uk/myglasgow/registry/exams/> )

### Block four

Teaching period:

Week beginning 16 July to week beginning 13 August 2018 (Language courses w/b 16 July to w/b 13 August 2018)

Class test period (normally):

*To be advised by your tutor(s)*

### Resit diet

Exam period:

Monday 30 July to Friday 17 August 2017 (further information on this examination period can be found on the Registry webpages at

<http://www.gla.ac.uk/myglasgow/registry/exams/> )

### **Student cards**

Students undertaking courses for University credits are entitled to a student card. This permits access to the library and IT facilities within the University, and is also needed for entry to examination rooms. Your matriculation number is displayed on the card, so it is important that students enrol early in order to access facilities at the start of term.

Students enrolling after 8 September 2017 will not receive a card and matriculation number in time for their first class. However, we will make every effort to issue you with your card as soon as possible after this date. Anyone who enrolled after 15 September 2017 will have their student card posted out to them. After this time, cards can be collected in person from the Information Centre in the St Andrew's Building.

### **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> . 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 details on the course.

## **2. Accessing University systems**

### **IT Helpdesk**

If you find that 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 7-digit ID 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 store 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 below for more information on your HEAR.

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.

## **Moodle**

Moodle is the University of Glasgow's centrally supported Virtual Learning Environment which offers secure access to course material. Many of the tutors will use it as an additional resource to lectures. Courses can be accessed via:- <http://moodle2.gla.ac.uk/my/>. It is important that you familiarise yourself with the online materials that have been prepared to supplement and support your studies.

## **Higher Education Achievement Record (HEAR) / transcript**

The University retains a central record of your course grades, and this 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](mailto:studentservices@glasgow.ac.uk)):- <http://www.gla.ac.uk/students/sset/transcripts/>. There is no charge to current students for this service.

## **3. Communicating with the class and tutor**

General information will be disseminated via Moodle, which delivers messages to your University of Glasgow email address, as well as displaying them in the Moodle news forum. There is a 'Credit courses students' common room' Moodle page for all students on credit-bearing short courses, and most courses also have their own Moodle page. You will be either automatically enrolled on your course Moodle page, or your tutor will give you the 'Moodle key' to enable you to enrol yourself.

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

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

cancelled. You can follow on Facebook: [www.facebook.com/UofGlasgowShortCourses](http://www.facebook.com/UofGlasgowShortCourses) and Twitter: @UoGShortCourses.

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

#### **4. Certificate & Diploma in Higher Education**

##### **SAAS Part-time fee grant (PTFG)**

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

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 guidance officer may be able to help, or see Registry's website at: <http://www.gla.ac.uk/students/money/>.

##### **Studying towards credits**

Full-time undergraduates normally take 120 credits each year. The Short Courses brochure and MyCampus will provide you with information on how many credits is awarded to each of your courses. The credits vary from 10-40 credits per course. The courses have been approved by the University as being equivalent to the intellectual demands made by similar courses offered to day-time students at the University.

The number of credits for a course provides you with an indication as to the commitment you will need to make. Each credit is equivalent to a 10 notional hour commitment; this comprises lectures, coursework preparation, exams and field courses for example. A student registered on a 20 credit course should expect to commit a total of 200 hours over the entire session on work associated with the course.

Most courses are at University level 1 (SCQF level 7), but some are at levels 2 or 3 (SCQF levels 8 or 9).

##### **Certificate in Higher Education**

In order to qualify for a Certificate of Higher Education, students must accumulate 120 credits with a grade point average of 9 or above. There is the opportunity to be awarded with merit or distinction where the grade point average is a minimum of 12 or 15 respectively.

Information on certificates can be found at:-

<http://www.gla.ac.uk/services/senateoffice/programmesearch/>, which explains the different certificates and the electives that need to be selected. To access the Short Courses programme specifications you should select College of Social Sciences in the first drop down list, Centre for Open Studies in the second drop list and UG in the third drop down list.

Students are encouraged to contact Irene Vezza, [Irene.Vezza@glasgow.ac.uk](mailto:Irene.Vezza@glasgow.ac.uk), if they would like guidance on their course selection.

The Quality Officer will be in touch with students who may be eligible for an award prior to the exam board(s) where your award of course credits will be considered. Some students may opt not to receive the award until a later date if they wish to try to improve their grade point average.

### **Using credits to apply for undergraduate study at the University of Glasgow**

A few students may be planning to use credit-bearing courses to apply via UCAS for undergraduate entry. If you are taking credit-bearing courses for the purpose of applying for entry to University of Glasgow please ensure that you let your tutor know and you contact Irene Vezza ([Irene.vezza@glasgow.ac.uk](mailto:Irene.vezza@glasgow.ac.uk)) so you can be given support to complete your UCAS application. You will require a reference from your tutors for UCAS purposes. Details will also be circulated via the Moodle page 'Credit courses students' common room'.

Entry requirements can vary depending on agreements with Admissions but in some cases 40 credits in certain subjects at grade A may be accepted for entry. This is subject to annual agreement with Admissions. For more information, see section 12 of this Handbook.

## **5. Student Feedback**

Short Courses and the University as a whole, 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 Short 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. Short courses class representatives, together with class representatives from the Access courses, 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](mailto: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. 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 Short Courses Committees, as appropriate.

The SSLC will be co-chaired by a student representative and Irene Vezza, the Access and Guidance Manager ([Irene.vezza@glasgow.ac.uk](mailto:Irene.vezza@glasgow.ac.uk)).

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**

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**

Students will have access to Office 365 by accessing their MyGlasgow account:-

<http://www.gla.ac.uk/students/myglasgow/>. Students will be able to access to Microsoft Office and templates.

## 7. University regulations and procedures

Short Courses 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](mailto: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/studentssupport/absencepolicy/>

Attendance on short courses may be 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. The classes also provide the opportunity for you to discuss assessment preparation.

If you are wishing to withdraw from the course please inform Centre administration ([openstudies-access@glasgow.ac.uk](mailto:openstudies-access@glasgow.ac.uk)), and complete and return to us the Student Withdrawal form. We can then amend your records on MyCampus.

### 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 your studies and coursework. If you believe that illness or difficult personal circumstances will prevent/have prevented you from completing 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 Short Courses staff. This is done by recording a 'Good Cause' in your Student Centre on MyCampus within 7 days of the coursework submission date. The MyCampus system will then report this to the Guidance Manager/Quality Officer. 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](http://www.gla.ac.uk/media/media_420013_en.pdf) . We have replicated below that guidance, because of its importance.

### **Guidance for Students on Reporting Good Cause (from the Senate Office, 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/](http://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](mailto:s.heath@glasgow.ac.uk)). You will have a further 20 working days to submit your full grounds for Appeal and any supporting documentation.

The first step is to try to resolve the matter informally with the Director of Short Courses. Please do this by emailing them with the 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/#/theprocess,anappealoracomplaint?,externaladjudication,supportandadvice>

There are only three grounds for appeal:

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

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

### **Student Complaints procedure**

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

Details of the University's Student Complaints procedure can be found at the following weblink:

<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](mailto:openstudies-access@glasgow.ac.uk) who will acknowledge and refer your comments to the most appropriate member of staff for attention.

## **8. Assessment**

### **Minimum assessment requirements**

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

### **Methods of assessment**

Each short course may offer a range of both formative assessment and summative assessment. The purpose of formative assessment is to help support your learning and the development of your understanding of the course subject. These pieces of assessment will not count towards your final grade; however students are strongly encouraged to complete these as it will provide you with invaluable feedback to support you in your studies. Summative assessment (which may include both coursework and examinations) is the formal assessment of how far you have met the expected learning outcomes for the course. This form of assessment determines the final grade for your course. Most of the short courses do not use formal examinations as a means of summative assessment, though some do include 'class tests' undertaken during class time. Your course tutor will advise at the outset how your course will be assessed.

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

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



### **Submitting coursework**

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

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

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

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

### **Meeting deadlines (penalties for late submission)**

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

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

Full details on the Code of Assessment and penalties for late submission (section 2.2 of the Code) can be found at the following weblink:  
[http://www.gla.ac.uk/media/media\\_275332\\_en.pdf](http://www.gla.ac.uk/media/media_275332_en.pdf)

### **Exam arrangements**

Only a very small number of Short Courses include a formal examination as part of their assessment. The dates of course examinations will be published on the University's Registry webpages. The Registry webpages will also contain important information on students' conduct in examinations, and it is very important that you read and follow these: [http://www.gla.ac.uk/media/media\\_194090\\_en.pdf](http://www.gla.ac.uk/media/media_194090_en.pdf)

The dates of the exams are centrally fixed by Registry and may be scheduled during the day or evening and not at a day or time that you normally attend class; therefore it is important that you arrange appropriate annual leave or domestic cover to ensure that you can attend the exam(s). This also applies to the reassessment diet in July.

Students must not book holidays that will take them away from Glasgow during the exam dates as this will not be deemed good cause.

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

### **Board of Examiners' meeting**

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

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

The Board of Examiners meeting dates for 2017-18 are:

18 January 2018

5 June 2018

24 August 2018

10 September 2018

### **Publication of your course grade/results**

Once the Board of Examiners' have confirmed grades, your overall grade for your course will be published on MyCampus, shortly after the date of the relevant Board of Examiners' meeting.

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

### **Reassessment**

Students are entitled to resubmit assignments and resit examinations if:

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

- you have not achieved a D3 or above for the course at the first attempt. You will be allowed a second attempt to complete all of the failed assessments.

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

## 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.

Useful links to assist you:

Definition and guidance referencing:-

<http://www.gla.ac.uk/services/library/subjectssupport/informationsskills/referencing/>

Harvard system of referencing:- <http://libweb.anglia.ac.uk/referencing/harvard.htm>

### 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

Tutors will normally 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](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 Code of Assessment.

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

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

- a) The Secondary Band indicates the degree to which the work possesses the quality of the corresponding descriptor.
- b) 'first diet' means that the sitting of the exam or the submission of the assessment is seen as the student's first attempt, 'second diet' means that it is the student's second attempt. The first grade (e.g. E2 or CW) remains on the record.

The Code of Assessment table provides a description in terms of how well you met the learning outcomes of the assessment.

An example of how a final grade will be calculated is:

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

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

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

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

**Assessment 3 (exam), weighting of 50%**

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

Aggregate scores for assessment:	$3.75 + 4.25 + 6.50 = 14.50$
Aggregate score is rounded to the closest number	15
Grade published on MyCampus	B3

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

### **Student Learning Services**

The Student Learning Service (SLS) provide advice, guidance and enhance on your learning experience. If you would like to make your learning techniques more effective, you can find more information about the SLS at [www.glasgow.ac.uk/sls](http://www.glasgow.ac.uk/sls). 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, exams procedures and applications for the Disabled Students' Allowance. 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. You may also be eligible for funding from the Disabled Students' Allowance but this will depend on the number of credits you are studying and normally you have to be studying for a minimum of 60 credits.

Irene Vezza is the Centre for Open Studies Disability Coordinator and can be contacted in the first instance ( tel: 0141 330 1823 or email [Irene.vezza@glasgow.ac.uk](mailto: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 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](mailto:disability@glasgow.ac.uk). The DS website contains further details and useful information [www.glasgow.ac.uk/disability](http://www.glasgow.ac.uk/disability)

### **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: 3 November 2017

April/May exams: 2 March 2018

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](mailto: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. Advice on training in assistive software or on quotes for Disabled Students' Allowance claims is also part of the service offered by the Disability Service. A loan pool of equipment is available for those who require such a service. Please contact the Disability Service for further information: tel. 0141 330 5497; fax 0141 330 4562; e-mail: [disability@glasgow.ac.uk](mailto:disability@glasgow.ac.uk)

Additional information for students with disabilities can be found on the DS website [www.glasgow.ac.uk/disability](http://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](mailto: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.

### **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. A list is available can be found at:-

<http://www.gla.ac.uk/services/library/subjectssupport/>

### **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/services/library/usingthelibrary/informationfornewstudents/>

Library A-Z:- <http://www.gla.ac.uk/services/library/atoz/>

## 12. Further study

### Part time opportunities at the University of Glasgow

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](mailto:student.recruitment@glasgow.ac.uk)

Tel: 0141 330 3177

Students are encouraged to contact Irene Vezza, [Irene.Vezza@glasgow.ac.uk](mailto:Irene.Vezza@glasgow.ac.uk), if they would like guidance on further study.

### Applications for full-time study

If you would to apply for study on a full-time basis at the University you must do so via the Universities and Colleges Admissions Service (UCAS). You will need to apply on-line ([www.ucas.ac.uk](http://www.ucas.ac.uk)). Students who wish to apply to UCAS should discuss their plans with Irene Vezza, Student Guidance Adviser. Full guidelines for applying to UCAS via the Centre using the Centre's buzzword will be made available via Moodle and from Irene Vezza. The deadline for receipt of completed applications through UCAS for entry in 2016 is **15 January 2016 at 6pm. However please note that the deadline for Open Studies is Friday 9<sup>th</sup> December. We cannot guarantee that we can review and offer support to applications received later than this.**

Other useful contacts here: <http://www.gla.ac.uk/undergraduate/contact/>

More information can also be found at:- [www.glasgow.ac.uk/undergraduate/](http://www.glasgow.ac.uk/undergraduate/)

### Access programme

If you do not feel that you are ready for a University course, and are looking for some tailored preparatory work, consider taking one of the Centre's Access courses.

More information can be found at:-

<http://www.gla.ac.uk/study/short/accessprogramme/>

### 13. Applying to University - UCAS Checklist for 2017-18

Month(s)	Event	Action
Late October/early November 2017	Notification round classes of UCAS buzzword and support To receive support with UCAS application, forms must be completed by mid-December at the latest.	Contact Student Guidance Adviser of intention to apply via UCAS. Visit Credit Course general moodle page.
November/early December 2017	Apply for full-time study UCAS drop in help sessions	Have UCAS form prepared. Consult Student Guidance Adviser. Arrange reference from tutor.
8 December 2017	Official final UCAS deadline for applications for full time study	Apply via UCAS

### 14. Travel and parking

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

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

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

There are a limited number of designated parking bays available in the small car park at the front of the St Andrew's Building for students in possession of a blue badge. To request use of one of the bays, please e-mail [security-main-campus@glasgow.ac.uk](mailto: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 Sport and Recreation at: Stevenson Building, 77 Oakfield Avenue. Tel: 0141 330 4540.

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

### **Student Unions**

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

### **John Smith's University bookshop**

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

### **Catering facilities**

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

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