



Welcome to Annie'sland College. I am delighted that you have decided to study here.

This Student Handbook is designed to help you throughout your time in College. It contains information about the support services that are available to students.

Our Mission Statement states "we aim to provide a quality learning experience, meeting the needs and aspirations of individuals, our communities and business". Each year we strive to improve our provision and offer even better student support. In Annie'sland College we believe that our students are our most important asset. As such, we ensure that they are represented on our Board of Management, Learning and Teaching Committee and all Course Review Teams. We are committed to listening to our students.

I hope you find your course of study enjoyable and worthwhile, and look forward to meeting you during the year.

Linda McTavish
Principal

USEFUL TELEPHONE NUMBERS

Citizens Advice Bureau	0141 944 2612
ILA Scotland	0808 100 1090
Learndirect Scotland	0808 100 9000
National Union of Students (NUS Scotland)	0131 556 6598
Scottish Qualifications Authority (SQA)	0141 242 2214
Student Awards Agency for Scotland (SAAS)	0845 111 1711
Universities and Colleges Admissions Service (UCAS)	01242 222 444

USEFUL WEBSITES

Aimhigher (Higher Education Gateway)
www.aimhigher.ac.uk

Crime Awareness Panel for Educational Establishments (CAPEE)
www.saferstudent.org.uk

ILA Scotland
www.ilascotland.org.uk

Learndirect Scotland
www.learndirectscotland.com

National Union of Students (NUS Scotland)
www.nusonline.co.uk

Student Awards Agency for Scotland (SAAS)
www.saas.gov.uk

The Students Net (Student information and advice)
www.thestudents.net

University and Colleges Admissions Service (UCAS)
www.ucas.ac.uk

Refectory

Both Campuses have cafeterias

Hatfield is open –

0845 – 1530 Monday to Friday (snacks)

1200 – 1330 Monday to Friday (full lunch service)

1700 – 2030 Tuesday and Thursday (evening meal & snacks)

Balshagray is open –

0845 – 1530 Monday – Friday (snacks)

1200 – 1330 Monday – Friday (full lunch service)

A vending machine service supplying drinks and cold snacks is available at both the Hatfield Drive and Balshagray campuses. Overalls and Protective Clothing should not be worn in the dining area.

Recreation

Multi-Gym: Open every lunch-time from 1215 – 1300 Free

Lost Property

Students must look after their own property at all times. The college is not responsible for loss or damage to students possessions.

ANNIESLAND COLLEGE STUDENTS' ASSOCIATION

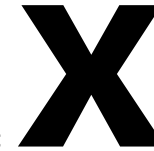
All students in Anniesland College may become members of the Students' Association (ASCA). This entitles you to take part in the Students' Association activities and to vote in the election of Executive Committee. Anniesland College Students' Association provides a channel of communication between students, staff and college management as well as an opportunity for social and recreational facilities. ASCA is affiliated to the NUS (National Union of Students) and students have the opportunity to become members. Details available at induction.

Anniesland College is committed to sustainability. In each classroom, in the refectory and along corridors you will find two bins, one for recyclable waste (paper / magazines, plastic bottles, and all food and drink cans) and one for other types of rubbish. These can be recognised by the following symbols:

Recyclable waste:



Non Recyclable waste:



If you have any suggestions to make with regards to sustainability at the college please contact the Facilities Manager on 0141 357 6066.

TERM DATES 2006 - 2007

Monday 28 August 2006 Full-time Programme Begins

Friday 22 September &

Monday 25 September 2006 Autumn Holiday

Monday 16 October to

Friday 20 October 2006 (incl.) Mid Term

Friday 15 December 2006 Term Ends

Spring Term 2007

Monday 8 January 2007 Term Begins

Monday 12 February 2007 Mid Term

Friday 30 March 2007 Term Ends

Summer Term 2007

Monday 16 April 2007 Term Begins

Monday 7 May 2007 May Day Holiday

Friday 25 & Monday 28 May 2007 Holiday Weekend

Friday 15 June 2007 Full-time Term Ends

Facilities

THE METROs

The METROs are our multimedia Education Training and Resource Centres. They integrate facilities for flexible learning, library and study facilities and provide access to ICT and multimedia hardware for all students irrespective of the mode or location of attendance.

The METROs are open
Hatfield: Balshagray:
Monday & Wednesday 0900 – 1700 Monday, Tuesday & Thursday 0930 – 1700
Tuesday & Thursday 0900 – 2100 Wednesday 0930 – 1800
Friday 0930 – 1630 Friday 0930 – 1430

Computer facilities may be booked up to one week and a day in advance either in person at METRO reception or by Telephone on 0141-357 6065 (Hatfield Dr) or 0141-357 7678 (Balshagray) .

Each computer has a range of software designed to meet your practical and creative needs. Internet access is available on all machines. Learner support is available to users of the Computer Suite at assigned times during the course of the day. A wide range of traditional print, video and audio materials are available for reference and for booking.

A range of Flexible Learning Courses in the IT applications is offered through the METRO and the METRO at Balshagray. Tutor support is provided at specific times.

Use of the METROs require that you are registered as a METRO member and is conditional upon your observance of the METRO User Guidelines. Membership normally takes 24 hours to process and is valid at both sites.

SUPPORT FOR LEARNING

All students may require support with their learning at different times during their studies. The Support for Learning staff offer students assistance to develop a range of learning strategies. Computer software and hardware to support learning are made available if appropriate.

Support with Child Care

Students are expected to use local authority nurseries where possible. The College can offer limited financial assistance to students towards the cost of our own nursery.

Information on child care is available from Sandra Lumsden, Guidance Co-ordinator.

First Aid

First Aiders can be contacted through reception.

Student Finance

This will normally be arranged prior to students beginning college. Further information is available in our Financial Issues for Students leaflet available from Guidance Co-ordinator/ Student Services Unit. If you have not yet applied for funding please do so immediately.

Hardship Fund

The College Hardship Funds are there to help students experiencing hardship. Help is given in short term loans or outright grants to help with rent or childcare.

Council Tax

Full time students living in a hall of residence or a house or flat solely occupied by students do not pay Council Tax. However, students who share accommodation with non-students may be required to pay a proportion of the Council Tax. Telephone enquiries to 0141 287 7112.

STUDENT CHARTER

Statement of Principle

Our students are the most important people in our college.

They are entitled to receive courtesy, respect, interest and enthusiasm from all our staff.

They are entitled to receive a high quality well planned learning experience, that has relevance for their future employment, their further studies or their personal development, and is responsive to their needs.

Our students should collectively be involved in the development of the academic policies of the college and be represented on the Board of Management.

We aim to provide:

- A quality service for all our students through partnership
- A welcoming safe environment for individual needs
- Opportunities for access, progression, personal development, and achievement.

Statement of Student Rights

You are entitled to:

- Enquiries being dealt with promptly and courteously.
- Access to accurate information about all the costs of being a student.
- Access to all other relevant information relating to your studies.
- Impartial guidance and a range of student services.
- Additional support in your learning if required.
- The offer of an elective programme where appropriate.
- Personal and social development.
- Equality of opportunity tailored to individual needs.
- A clear explanation of how you will be assessed throughout your course.
- Information, support and assistive technology for learners with additional support needs.
- The right for all students to have democratic representation at all levels and to choose whether to participate in The Student Association.
- Access to commendation, complaints and appeals procedure.

Statement of Student Responsibilities

You are expected to:

- Treat other students and staff with courtesy and respect.
- Take responsibility for your own learning by committing time and effort to your studies.
- Attend classes regularly and punctually and follow your negotiated programmes of study.
- Undertake course work and assessments as appropriate.
- Complete set work within agreed timescale.
- Participate in guidance activities.
- Observe the Student Code of Conduct.
- Follow and conform to Health and Safety regulations and related codes of practice.

CUSTOMER CARE POLICY

To help you get the most out of your time with us we will ensure that:

- You are treated with respect and courtesy.
- Our course fees represent good value for money and are clearly publicised.
- You are taught by well-qualified staff.
- You have access to guidance staff and careers advice.
- You can apply for financial help with childcare, hardship and travel, through our Student Services Unit.
- You will have access to Support for Learning from your tutors and from our Support for Learning staff.
- We promote non discriminatory practices
- If you have a disability we will make all reasonable adjustments to help you to succeed.
- We promote race equality and good relations between people of different racial groups.
- We will provide leaflets in a range of languages and we will provide specialist staff to advise international students.
- You will have free access to our **METROs**, multi-gym and our Students' Association.

Anniesland College endeavours to be a disability friendly college and we encourage everyone to bring to our attention any potential discrimination against people with disabilities. If you are a person with a disability, please let us know so that we can make all reasonable adjustments.

STUDENT SERVICES

COLLEGE GUIDANCE NETWORK

Lecturers are responsible for providing first level guidance to students.

All full-time students meet their course tutor on the first day of their programme of study. Your course tutor will offer advice about course work, monitor progress and will consult with other lecturers about your course.

Your course tutor is responsible for your programme of study and will meet with you on a regular basis to review progress. Any problems or worries concerning your course work can be discussed and a plan of action drawn up, agreed by the tutor and yourself.

Problems which are not specifically related to your course (although they may affect progress) can be discussed with the Guidance Co-ordinator or one of her team. Whatever is said during an interview is confidential between you and the guidance team. Students are never referred to college Staff or outside specialist agencies without their permission. Students may wish to talk to the guidance staff about:

- Personal Problems
- Social and Family Problems
- Health and Welfare
- Financial Matters
- Career Advice
- Accommodation
- Returning to Learning
- Outside Agencies

You can contact us in confidence by E- mail: **e-guidance@anniesland.ac.uk**

Or you can Text any questions to us on **07990 647 492**

KEY MEMBERS OF COLLEGE STAFF

During your time in College you will get to know your course tutor and lecturers quite well. However, other names you might find useful are:

Principal	Linda McTavish
Depute Principal	Brian Hughes
Assistant Principal (Human Resources & Quality)	Stephanie Graham
Assistant Principal (Marketing & Student Services)	Robert Cranston
Assistant Principal (Curriculum)	Kate Lonergan
Finance Director	David Gilmour
Customer Feedback Co-ordinator	Aimee McGuinness
Facilities Manager	Chris Docherty
Nursery Manageress	Margaret Greenhorn
Refectory Manager- Anniesland	Derek Graham
Refectory Supervisor- Balshagray	May Barclay
Library & Information Service Manager	Elisabet Minkova
Guidance and Student Support	
Guidance Co-ordinator	Sandra Lumsden
Bursary and Student Finance Officer	Su Sharma
Student Adviser	Brian Loch
Student Adviser	Amjed Tabraiz
Student Services Assistants	Betty Halpin
	Maria Daw
	Wendy Nisbet
	Dawn McKellar
Support for Learning	Bernadette McGuire
Additional Support Needs	Jim Maguire
Heads of School	
Business School	Fiona Ballantyne
Communication, Language & Media	Jim Brady
Computing	Jim Krieger
Design & Construction	Duncan MacLachlan
Engineering	David Loudon
Hospitality, Leisure & Creative Arts	Leslie Harper
Social and Community Studies	Eileen Murphy

STUDENT CODE OF CONDUCT

Introduction

The college welcomes the full participation of all members of the community, and strives to provide a well resourced and pleasant environment for study.

The age of our users ranges from a few months old in case of child-care facilities, to eighty plus in the case of our students. As with any organisation of this size and scope, the college requires the full co-operation of all its participants to ensure that it runs smoothly and provides a pleasant environment for all.

The following Code, therefore, is designed to enable the whole community to gain maximum benefit from the learning programmes and facilities, which the college has to offer.

If you have any questions about this code please contact the Guidance Co-ordinator.

Health & Safety

You are required to abide by all Health & Safety regulations at all times. You must familiarise yourself with emergency exits and evacuation procedures for the areas you are located in, and you must vacate the premises immediately whenever the alarm sounds. Students with mobility problems will have their individual evacuation procedures agreed with the College Health and Safety Officer before beginning their programme of study.

Any accident to a student must be reported to a member of staff immediately so that details may be recorded.

Discipline

The college has a disciplinary procedure which can be obtained from Student Services or downloaded from the college website.

Students being presented for external examinations will be responsible for entering themselves by following procedures advised by the college.

Attendance at College

Regular and punctual attendance is essential, both for effective learning and for proper functioning of courses. You should contact your tutor as soon as possible if for any reason you are unable to attend your course. You must inform your tutor of any relevant changes in personal circumstances, for example home or term-time address.

The College Environment

All students are expected to help maintain a pleasant environment for all in college campuses and outreach centres.

- a) You must behave in a reasonable manner in all areas of the college and show respect to all people irrespective of age, gender, race, religion or ability.
- b) You are expected to play your part in keeping campuses and surrounding areas tidy and free of litter and to participate in our recycling programme.

Student Cards - Full time Students

Students are expected to carry their Anniesland College Student Card with them at all times whilst on campus and should let a member of staff see it when requested.

Noise Pollution

Students must show consideration towards the College and local community by keeping noise to levels which are appropriate and acceptable to all. Mobile phones should be switched off during classes and in the METROs.

Smoking

Smoking is only permitted in designated outdoor areas.

Gambling

All forms of gambling are strictly forbidden on any of the College Campuses.

Alcohol

You must not bring alcohol onto College premises and, for reasons of Health and Safety, any student who is thought to be under the influence of alcohol will be asked to leave the College premises.

Misuse of Drugs and Solvents

The use or possession of illicit drugs is not tolerated on College premises and will lead to immediate suspension and the initiation of disciplinary procedures, including the possibility of expulsion. Any attempts to sell illicit drugs to others on College premises will lead to immediate expulsion. The College co-operates fully with the Police Force.

Use of ICT Resources

You may use the College's network and computing resources provided that you conform to user procedures and the college's Acceptable Use Policy and you do not:

- i. Interfere with the normal conduct of the college's business
- ii. Conduct a for-profit personal business activity
- iii. Embarrass the College or a College employee, other students or visitors
- iv. Violate any law
- v. Make use of inappropriate material eg. Pornography or non-educational chat rooms

Car Parking

College parking is limited and students must conform to the individual campus regulations. Stickers may be affixed to vehicles parked in non-designated places.

Posters and Notices

Students frequently ask to display a variety of posters and notices. However, before posters etc. can be displayed on notice boards permission has to be obtained from the Assistant Principal Marketing and Student Services.

Education Visits

The normal college standards of behaviour will be required on all visits.

COMPLAINTS

A copy of our complaints and commendations procedure is available from Reception.

Verbal Complaints

Verbal complaints regarding any aspect of the college should be directed through a course tutor or course leader.

Written Complaints

Written complaints should be directed to the Customer Feedback Co-ordinator.

Appeals

You may appeal against assessment procedures, conduct and decisions. A copy of the Academic Appeals Procedure is available for reference from the Head of each School, Course Tutors, Anniesland College Student Association, the METROs, from the Guidance Co-ordinator or from the college website.

Examination/Assessments

The SQA certification system is based on continuous assessment throughout the session. It is essential that course work/projects are submitted by the required date. Students being presented for external examinations will be responsible for entering themselves by following procedures advised by the College.