



**Queen Margaret
University**
EDINBURGH

**Student Handbook
2022/23**

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INTRODUCTION

This handbook provides students with essential information about Queen Margaret University (QMU) and has been divided into a number of useful sections covering all aspects of student life.

The University provides a vast range of electronic information, and throughout this handbook you will find relevant links for further information which may be obtained from our University web site www.qmu.ac.uk and other sources of information.

We have taken the greatest of care to ensure the information contained in this handbook is correct. However, some systems and procedures change from time to time and may vary from those stated.

QMU staff are here to help and support you, so if you need any help, guidance or support please just ask.

CORONAVIRUS (COVID-19) STATEMENT

The University is in compliance with all relevant Scottish Government requirements in relation to COVID.

Information about our COVID response, what to do you if you have COVID symptoms and general COVID advice, can be found on the University website at: [Covid-19 info](#). We will continue to keep this website updated. Should there be any major changes we will inform the University community directly.

Students should observe all guidance issued by the University concerning the health and safety of students and staff.

A student who fails to adhere to reasonable instructions from the University arising from the University's response to COVID will be in breach of the Student Discipline Code Regulation 2.3 (m).

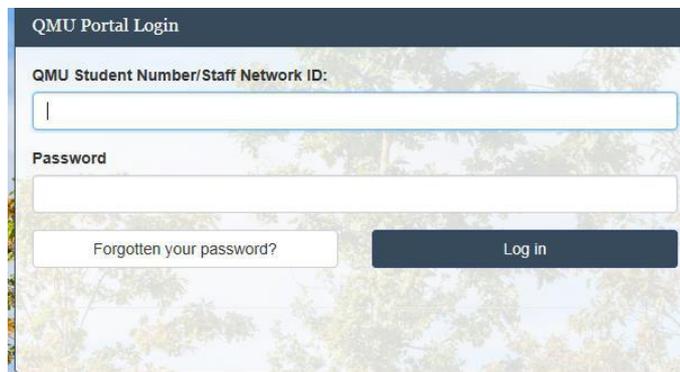
SECTION 1 – THE ESSENTIALS

QMU Portal

The QMU Portal is your go to student-focused online facility which can be accessed both on and off campus. Once you have logged in you can:

- Matriculate; access and amend personal and contact details; access various links
- View the modules you are enrolled on,
- View repeat/reassessment letters, exam and assessment results and your academic transcript
- Request a letter of confirmation as a student
- Choose relevant optional modules (where applicable)
- Find out who your Personal Academic Tutor (PAT) is
- View your timetable
- See submission deadlines and when feedback is due
- Submit an extenuating circumstances application form

Click here to access the [QMU Portal](#)



The University's Academic Calendar

The [University Academic Calendar](#) is published annually and provides the following key information: semester and vacation dates, induction, examination periods, graduation, exam board and clearing dates.

Please remember... it is your responsibility to note the assessment periods stated on the academic calendar and to ensure that you will be available during the exam periods specified.

Academic Schools

QMU is comprised of two academic Schools. Your programme, and the academics who contribute to it, are housed in one of these Schools:

- Arts, Social Sciences and Management (ASSaM)
- Health Sciences (HS)

Matriculation

New and returning students **must** matriculate online (i.e. formally register on a programme of study) **at the start of every academic year** using the [QMU Portal](#), which can be accessed via the link at the top of the website. By matriculating, you are confirming that you agree to the University's regulations, policies and codes of conduct. It is very important that you matriculate, and if you do not, you will be unable to access any University resources. You will also need to complete matriculation in order to receive any loan or bursary payments you may be due. Please note that there may be a delay of up to 5 days between completing matriculation and receiving any relevant loan or bursary payments.

Matriculation and log in can also be accessed here: [Online Matriculation and Enrolment Information](#)

Remember you must re-matriculate online at the start of each new academic year

Online Module Selection

Undergraduate students who have optional modules should make their selection online using the Online Module Selection facility.

- **For returning students** with options to select, you will be informed by email when this facility will open during the summer.
- **For new students** who have options to select, this facility will not open until after matriculation.

The Online Module Selection facility can be accessed through the QMU Portal. The facility contains guidance and information on module choice and links to the timetable. If you do not have optional modules to choose, this facility will not be available to view.

Seminar Allocation

The allocation of students to on campus and online sessions is done automatically via Celcat, the University timetabling system. If you have exceptional circumstances that require you to request a change of a timetabled Session, please refer to the process on the [timetable pages](#) of the website. Student ID cards (smartcards) are used for the following functions:

- Controlled access to the building, and areas within it, that are restricted to certain groups
- Controlled access to the halls of residence on a block-by-block basis
- As an access card for borrowing items from the Learning Resource Centre (LRC)
- Purchasing print credit
- Register your attendance at on campus teaching activity.

Smartcards **must** be worn visibly at all times on campus as this is your formal identification. If smartcards are lost, a charge will be made to replace them as detailed on the [online matriculation page](#)

Fees

It is your responsibility to ensure your fees are paid, even if the funding is coming from a third party. If eligible, students domiciled in Scotland and the EU should apply to the Student Awards Agency for Scotland for payment of fees **each year**, other UK students should apply to their Local

Education Authority. Information on tuition fees and other fee related information can be found via the [Registry Information site](#)

If you anticipate any financial difficulty please contact our Finance Office immediately via our University telephone number (0131) 474 0000 or alternatively you may prefer to contact our Student Funding Adviser, who can be reached at studentfunding@qmu.ac.uk.

Timetables

Your personalised timetable is available through your QMU Portal and provides a live feed to our timetabling system that allows you to keep up-to-date with any changes that happen to your timetable. Click her for more information about your [timetable](#)

The MyQMU Mobile App [MyQMU Mobile app](#) is a mobile friendly way to view your timetable on the go.

Regulations, Policies and Codes of Conduct

Your attention is drawn to QMU's regulations, policies and codes of conduct. It is **your responsibility** to ensure you have an understanding of how the regulations, policies, codes of conduct and associated documents apply to your student experience. Within the regulations, policies and codes of conduct you will find important information on what to do if you experience any difficulties that may affect your performance/student journey. The regulations, policies and codes of conduct are intended to provide clarity and be supportive. They have been put in place to ensure that all staff and students know what they should and should not do, what is acceptable, and what is not acceptable within QMU. If you need more specific information or are unsure about what any of these documents mean, please approach any member of staff who will be happy to provide you with further guidance, or refer you to the appropriate place.

You can access up to date policies, codes of conduct and regulations on the University's Quality website. The Quality website is the definitive source of information. Policies, codes of conduct and regulations published here supersede any earlier versions. They also take precedence over the content of any Programme Handbooks, which will be accurate at the point of publication but might not always capture the most recent updates. The policies, codes of conduct and regulations are also set out in full in the [Essential Information for Students 2022/23](#) guide, which is updated annually. Student Engagement Monitoring

Student Engagement Monitoring

Please follow this link (and click Policies and Codes) to access the [QMU Student Attendance Policy](#)

We will be operating a slightly modified version of the Attendance Policy in 2022/3 but require that all of our students register their attendance, as part of student engagement, at all on-campus sessions as per their personalised timetable. This is done by simply swiping your student card against the black card reader outside each of the rooms before entering to attend your seminar, workshop etc.

As the majority of lectures are still being delivered online we will continue to monitor online engagement via the HUB.

You should contact the Student Engagement Monitoring Team if you have any questions at SEM@qmu.ac.uk

Academic Dishonesty and Plagiarism

QMU's degrees and other academic awards are given in recognition of a candidate's individual achievement. Plagiarism, together with other forms of academic dishonesty such as impersonation, falsification of data, computer or calculation fraud, examination room cheating and bribery, considered an act of academic fraud and is an offence against the University [Regulations Governing Discipline](#).

Plagiarism is defined as follows: *the presentation by an individual of another person's ideas or work (in any medium, published or unpublished) as though they were his or her own.*

Perhaps most obviously, plagiarism can mean including another person's work within your assignment, without the use of quotation marks or acknowledgement of the source of information. The use of another person's work, by simply changing a few words or altering the order of presentation without acknowledgement also counts as plagiarism. Less obviously, it can also mean a student presenting the same assessment on a multiple of occasions.

In the following circumstances, academic collusion represents a form of plagiarism: *Academic collusion is deemed to be unacceptable where it involves the unauthorised and unattributed collaboration of students or others work resulting in plagiarism, which is against University discipline.* Should it be suspected, then the alleged plagiarism will be dealt with through the University's processes, and could lead to a student being withdrawn from the University.

Academic staff, Library Services and Effective Learning Services staff will offer guidance and support to help you develop good academic practices and conduct your studies with academic integrity. This includes guidance on referencing and citation.

Please read [QMU's guide to referencing and plagiarism](#). You should familiarise yourself with this guide to understand why and how to reference well and avoid risking plagiarism.

For instructions on how to reference different sources in the correct referencing style (Harvard or APA), please use [Cite Them Right](#).

For additional support please see the Effective Learning Service's pages for [help with study skills](#).

Turnitin

It is QMU policy to make use of the Turnitin UK plagiarism detection system to help students avoid plagiarism, and to improve their scholarship skills. This service is available to all matriculated students at QMU, and its use is compulsory in some programmes. Further information on Turnitin is detailed below, under the heading IT and Learning Resources.

You are normally required to submit your work electronically (any alternative arrangements to this will be communicated to you by your Module Co-ordinator). This will normally be submitted via an Assignment Dropbox in the module site on the HUB@QMU. Click here for guidance on [how to submit your assignments online](#)

In line with QMU Regulations, students are reminded that it is their responsibility to submit all work for assessments in accordance with the requirements for their course;

Any student who submits an assignment late, after the assessment submission date and time, without the prior agreement of the Programme Leader, or without good or agreed cause, will have marks deducted according to the following criteria:

- *If submitted as a first attempt, after the deadline but up to and including six days after the deadline. A maximum mark of 40% can be achieved for undergraduate programmes, and a maximum mark of 50% for postgraduate programmes. If submitted as a first attempt, seven days or more, including on the 7th day after the submission deadline, a mark of 0% will be awarded.*
-

Guidance Regarding the Format and Submission of Undergraduate/Postgraduate Dissertations and Projects

If you are studying on a programme where a dissertation or project submission is required, details on the required format will be available in your Dissertation/Project Handbook and on the Module HUB site.

Return of Marks and Feedback

The marks and feedback for your assessments are generally provided 20 working days following the submission date. For modules at Levels 3 and 4, your marks and feedback should be available within 15 working days. However, should feedback be delayed for any reason, you should be informed of a revised deadline by the relevant module coordinator.

A message on the module site in HUB@QMU will be used to inform you when the feedback is available.

SECTION 2 - IT AND LEARNING RESOURCES

Learning Resource Centre (LRC)

The Learning Resource Centre (LRC) is a key space for staff, students and researchers. Within the LRC we offer a library service which is effective, dynamic, up-to-date and responsive to the needs of its users.

There are a wide range of services available, including information relating to borrowing, study skills, databases, e-journals and e-books through the [Library \(LRC\) website](#)

There is a wide range of learning, teaching and research services within the LRC including

- networked computer terminals
- full wireless access
- group study rooms
- quiet study rooms
- a postgraduate only study room, with two additional side rooms for reading or study
- self-service machines for the issue and return of books and to check your library account
- laptop loan and charging cabinets
- printing and photocopy facilities (including colour)

The HelpDesk (situated just inside the LRC) also deals with all student IT enquiries.

The LRC can be found to the right-hand-side of the main entrance on level 1. Remember, you will need your smartcard to gain access to lending facilities. The LRC is open 24 hours a day, 7 days a week. [Staffing hours for the library may be found here](#)

For further information on Library services please see the [Library website](#) or contact lrchelp@qmu.ac.uk

HUB

HUB@QMU is QMU's virtual learning environment. Many of your modules will have their own area in the HUB. Amongst other resources, the module site contains:

- Course materials
- Online tests
- Group discussions
- Links to learning resources
- Submission drop-boxes for your assignments
- Plagiarism checking tool using Turnitin
- Asynchronous Lectures
- Synchronous Online Seminars

[Information about how to access the Hub can be found here](#), which includes an introductory video. Details regarding the [Hub/Blackboard mobile app](#) are also available on the QMU website.

ePortfolio (Pebblepad)

The ePortfolio is the perfect place to keep evidence of the work that you do while you are studying here at QMU. Upload assets, reflections, complete worksheets and logbooks and store them in your portfolio which is your own personal space. Get into the habit of reflective practice and keep a personal Blog to remind you of your time at the University. Everything in the ePortfolio is private and only viewable by you, unless you choose to share the content you have been working on. When you graduate from the University you can take your Portfolio away with you too! Further information can be found here: [Pebblepad](#)

Accessing Your IT Account When Away from QMU

Information on how to log into the QMU network from off campus is available from the [Working off Campus](#) section on the *Getting Started* pages of the website

Logging into the network in this way will give you access to all applicable software, library resources and your files, as if you were logging in via thin client on campus.

What is thin-client? Instead of running applications locally on PCs, applications run centrally with only keyboard, video and mouse updates transmitted across the network. A thin client has no hard drive so your files are then stored centrally making them available from anywhere 24/7. A workstation therefore consists of a low power thin client, screen, keyboard and mouse.

What are the benefits of thin-client? Thin-client devices are by their nature low-power devices. This means that not only do they consume far less electricity than traditional computers; they also generate much less heat, reducing the need for artificial ventilation. Other benefits over

conventional computer technology include streamlining of IT support, cost saving, better security and lower noise levels.

Closure of IT Account

After you leave the University (to graduate, or if you withdraw), your IT account will be closed after six weeks. This will ensure that you have time to view your results and transfer any important items.

Printing, Photocopying, Scanning – Multifunctional Devices (MFDs)

Printing, photocopying and scanning facilities are provided by MFD units. MFDs are located around the LRC and other key sites. Students use their smartcards to pay for and release printing from the MFDs.

SECTION 3 – ACCESS TO STAFF

There are many ways that students can access and communicate with both academic and administrative staff; in person, by telephone, by email, or other electronic method of communication (for example, a discussion group on HUB@QMU).

Access to Academic Staff

- Telephone: 0131 474 0000 *QMU's telephone system is voice activated so please ask clearly for the relevant member of staff*
- Email: staff email addresses can be found in the Address Book of your QMU email account. *Please note that QMU staff will only use QMU email address to communicate with students and colleagues, and students are asked to do the same*
- HUB: the majority of Module Coordinators have supporting HUB sites where information will be posted, and where you can interact with academic staff using online tools such as discussion boards
- Additionally, some academic staff may run surgeries or drop-in sessions
- All students are also allocated a Personal Academic Tutor (PAT) (see relevant section below)
- Any of the above methods may be used to contact a member of academic staff to arrange a meeting

Should you need to speak to someone urgently, please either phone or email the individual or the School Office and we will help put you in touch with the relevant member of staff.

Access to Administrative Staff

Each programme of study belongs to an academic school; all courses are supported by a dedicated team of School Administrators in the School Office. Students with queries on campus, can visit the Registry Information Point on level one, next to the Student Services and Finance helpdesks.

Opening times:

Monday – Friday 09:00-11:00 then 12: 00 - 14:00 and 15:00 16:00 (subject to change)

Contact details:

Telephone: 0131 474 0000 *QMU's telephone system is voice activated so please ask clearly for the relevant subject, school or simply 'the School Office'.*

Email: schooloffice@qmu.ac.uk or registry@qmu.ac.uk

How QMU Will Contact You

QMU staff will contact you via your QMU email address. Please note that it is your responsibility to check this on a daily basis, as room changes and other important information will be shared via this email account.

SECTION 4 – HOW YOUR PROGRAMME IS MANAGED

A range of measures have been put in place to ensure that your voice is heard, and so that you can provide feedback about your programme and actively participate in its development. These include, but are by no means limited to, Student-Staff Consultative Committees (see below); module evaluation feedback procedures and national and internal surveys. More information regarding the surveys conducted at QMU may be found on our [Feedback website](#). We always welcome suggestions about ways to develop communication and feedback channels between staff and students.

If you have any queries about a particular module you should discuss these with the Module Coordinator concerned in the first instance. If you have queries relating to the programme you should speak to your Programme Leader.

Personal Academic Tutor

If you need general advice about University procedures, you should contact your Personal Academic Tutor (PAT). You can find out who your PAT is on the QMU Portal. Your PAT is there to advise you throughout your time at University. If you experience difficulties of a personal or practical/financial nature, you can either discuss these with your PAT, who will be able to refer you to the appropriate support service, or you can seek help directly from support services yourself (further information on these services is detailed in SECTION 5 of this Handbook, or for further information on what your PAT can do for you please see the [student PAT leaflet under the letter P at this link](#).

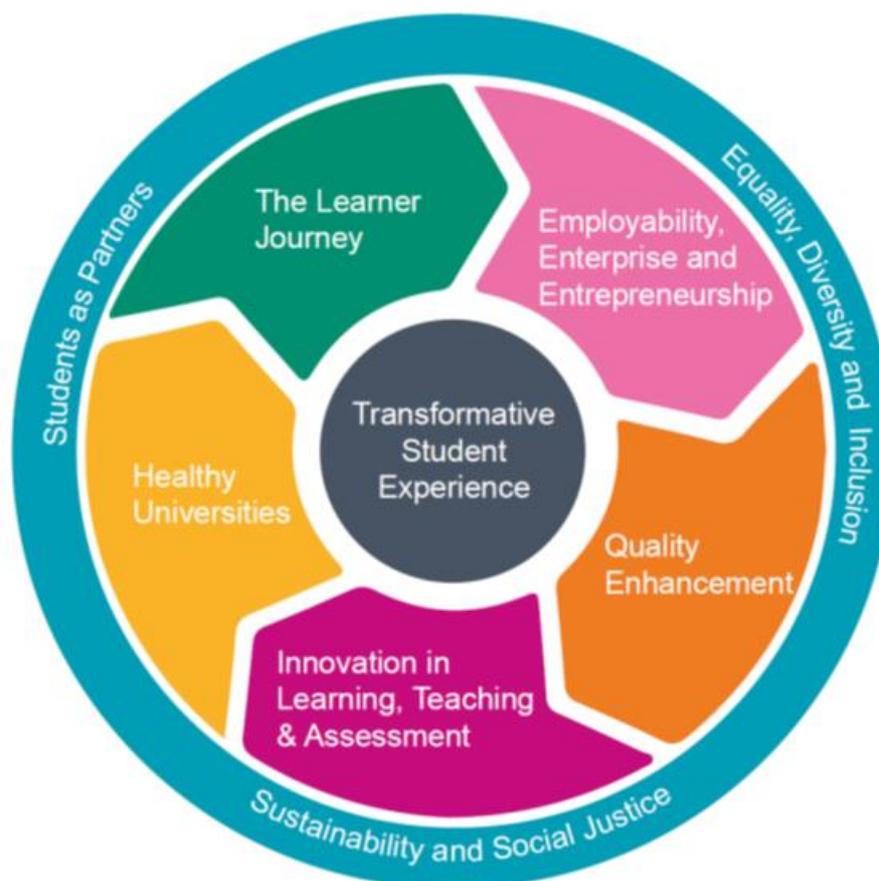
You can also contact the School Office if you have queries relating to your programme.

Committee Structure

QMU committees provide a governance structure that gives students and staff the opportunity to meet and talk through ideas, and possible areas of concern or development. These discussions lead to enhancements to the student experience. Full details of committees are available from our [Quality website](#). Some of the committees operate on an institutional level (Senate, the Student Experience Committee and Research Strategy Committee, for example), whilst others operate on

a programme or School level. Students are actively engaged in almost all committees (see below for an exception to this)

Institution-level committees develop key strategies and reference points. Importantly these include the [Student Experience Strategy](#), which has recently been refreshed in partnership with students to identify priority areas that we will work on to continue to enhance the student experience. All students are welcome to participate in projects that contribute to the implementation of the Strategy. If this would be of interest, please contact the [Secretary to the Student Experience Committee](#). The Student Experience Strategy infographic (provided below) summarises the key Strategy content.



It is important that you know the remits of key committees, in particular the Student-Staff Consultative and Programme Committees. You will also need to know who your Class Reps are and how to get in touch with them.

Details are given below of some of the committees responsible for managing the operation of academic programmes and making decisions about students' academic performance:

- Student-Staff Consultative Committee*
- Programme Committee*
- The School Academic Board*
- Boards of Examiners

As noted above, QMU is committed to responding to the needs of its students and those committees marked with a * above include student representatives. Boards of Examiners do not include student representatives because of the confidential nature of the discussions.

Student-Staff Consultative Committee

The number and format of the Student-Staff Consultative Committee (SSCC) varies a little between the Schools, however they all share the same purpose: to ensure an adequate and effective opportunity for discussion between students and staff, in a context that allows wide student participation.

The function of the SSCC is to provide a forum for constructive discussion of the programmes in general terms, of the demands of the programmes, and of possible developments. Membership of the committee is drawn from teaching staff across the School, and student representatives - there should be more students than staff. The student membership should cover the main subject areas and activities of the programme. It is appropriate for a student to convene the committee and take minutes. Minutes from the SSCC are then presented to the Programme Committee for discussion/review and action.

Programme Committee

The Programme Committee exercises the overall academic and operational responsibility for the programme, and its development within defined policies, procedures and regulations. Minutes from this Committee are presented to the relevant School Academic Board.

School Academic Board

The purpose of the School Academic Board is to provide a forum at School level for the discussion, review and promotion of School specific objectives and strategies; the receipt, discussion and implementation of University wide strategies, policies, and procedures; and discussion and approval of School specific business, which includes programme and module changes.

Boards of Examiners

Boards of Examiners are responsible for making decisions about students' performance, including decisions about progression and award. [Information relating to the Board of Examiners can be found at this link.](#)

The Main Board of Examiners is responsible to the University Senate, via the School, for reaching decisions about students' performance. The Board reviews each student's entire performance across all the modules, and makes decisions relating to module and component reassessment, the progression of students into their next level of study and the classification of their award. The Board, in reaching decisions, is guided by the University's academic regulations and any programme specific regulations approved at the time of validation and as laid out in the Definitive Programme Document.

Normally, there are at least two meetings of the Main Board of Examiners each year; one at the end of Semester 2 and the other after the Reassessment Board of Examiner which looks at the reassessment of modules and student progression.

Full details of [Assessment Regulations may be found on our Quality website.](#) Any programme specific regulations (regulations that are additional to, or different from, the standard published Assessment Regulations) will be included in the Definitive Programme Document/Student Handbook for your programme.

SECTION 5 – STUDENT SUPPORT

There are a number of people you can get help and support from. Your Personal Academic Tutor can guide you on matters of an academic nature, the School Office can help with a number of administrative queries, and Student Services can deal with issues relating to health and wellbeing as well as financial and careers advice.

The following sections will help to identify who you should go to if you need help, or just the opportunity to chat through any issues that may arise whilst studying at QMU.

Student Services

While it's true that life at QMU will be exciting and fulfilling, there may also be times when you will need support. Leaving home or giving up work, meeting new people and making new relationships, juggling budgets and taking charge of your studies can all bring about feelings of achievement, but can also prove challenging at times. Please read about our services and use them when you need information, advice and or guidance. We are here to help you succeed while you are at QMU.

QMU prides itself on its high standards of support to students throughout their studies.

Student Services provides a range of information, advice and guidance for students on the following areas:

- Student Counselling and Wellbeing
- Stay-on-Course
- Careers and Employability
- Student Funding
- Disability Support
- Healthcare

Additional support is also available through:

- Effective Learning Service (ELS)
- QMConnect
- Support for International Students
- Support for students in QMU accommodation (ResLife)

Our student support staff provide professional services, and when necessary, work with other colleagues and the Student Union to provide support for all aspects of student life, and also seek to develop innovative ways of improving and providing support. For further information please see our [Student Services](#) web pages.

Arrangements for the year 2022/23

At QMU all of our support services for students are available to our students over the coming academic year. We are offering the option of in person appointments and online appointments depending on your preference.

Student Central

Student Central is QMU's student support system for Student Services – including Careers & Employability, Disability Service, Counselling and Wellbeing, and Student Funding, and the Effective Learning Service. Using the system, accessible through the MyQMU App and internet, you can:

- Book appointments with Advisers

- Book your place at events and workshops
- View current job and volunteering opportunities
- Access a wide range of student support resources

Go to [Student Central](#), or find the link on the MyQMU App. Once you are on the main Student Central landing page you can choose which service you want from the list at the top. By clicking on the desired service, you get taken through to their page where you can choose from their range of support.

Booking an appointment is easy using the appointment calendar search within the service page. You can choose the adviser you wish to see (leave blank if you wish to see all adviser availability), select the topic you wish to discuss, and the calendar will show what times are currently available. You can choose to have an appointment face-to-face, by telephone or by video chat using MS Teams (options will vary between services). Click book, and you will receive an instant confirmation to your student email.

Student Counselling and Wellbeing Service

Students can self-refer for Student Counselling and Wellbeing by completing a brief form which can be found at [Student Central](#) For general enquiries about accessing either service please email cws@qmu.ac.uk.

Student Counselling: Counselling is a free service available to all matriculated students. We offer confidential one-to-one counselling to help you with any personal problems that might be affecting your academic work or your general health and wellbeing.

Counselling offers you the opportunity to talk in private about anything that's troubling you. It is a completely confidential process where the counsellor will listen carefully to what you have to say and will not judge you or tell you what to do. The aim is to help you understand things more clearly so that you can see for yourself how to deal with things more effectively.

It is important to know that your attendance, and information you share with the service, remains strictly confidential within QMU Student Services. Confidentiality may only be broken where substantial risk exists to yourself or others. Click here to find out more about [Counselling](#)

Student Wellbeing: provides a safe space for students to share any concern they may have; this may be impacting on their mental health and wellbeing as well as their academic engagement. The wellbeing adviser offers in person appointments as well as online/Teams appointments all year round.

For more information and resources please visit the [Wellbeing Service](#) web page, a referral form for the counselling and wellbeing service can be found using this link [Student Central](#) or email 'cws@qmu.ac.uk'. To contact the wellbeing adviser directly please email wellbeing@qmu.ac.uk to contact counselling please email counselling@qmu.ac.uk

Togetherall

QMU is working with Togetherall (previously Big White Wall) to provide a supportive, online community to support you.

Togetherall is a digital mental health support service which is available online, 24/7, and is completely anonymous so you can express yourself freely and openly. Professionally trained Wall Guides monitor the community to ensure the safety and anonymity of all members.

In addition to Togetherall's online community, you will have access to useful resources and you can work through tailored self-help courses covering topics such as anxiety, sleep, stress, depression, and many more.

You can sign up with [Togetherall](#) using your QMU email address.

Stay-on-Course

If you are struggling to stay-on-course with your studies, your Personal Academic Tutor (PAT) can offer you academic support and/or direct you to the most appropriate student support service. The Stay-on-Course programme is managed by our Wellbeing Adviser and is designed to offer rapid support to students who may need help to get back on track with their studies and student life. You can submit a stay on course query via the [Student Services Link Tree](#) and select 'Supporting you to Stay on Course'

How does it work?

STEP 1 Your PAT or other QMU staff might refer you to Stay-on-Course, or you can contact us directly to arrange an appointment.

STEP 2 At the appointment you will meet with our Wellbeing Adviser to discuss any issues or difficulties you might have and what support is available. We will help you build a Stay-on-Course Plan to follow.

STEP 3 The Wellbeing Adviser will keep in touch with you to help you follow your Stay-on-Course Plan.

STEP 4 The Wellbeing Adviser will keep your PAT/School up to date with the progress you are making on the Stay-on-Course Plan, so they can offer you extra academic help, if you need it. Once you are back on track and things improve for you, the Wellbeing Adviser will keep in contact occasionally to offer encouragement and ensure that you continue to progress in your studies.

Careers and Employability

Students can access support from Careers and Employability throughout their studies and after they graduate. Considering your career options and developing your employability skills alongside your studies can ensure that you are in the best position to compete successfully in a competitive graduate market.

The Careers & Employability team provide support at all stages in your career planning process. We can help you to identify and secure work experience, which will enhance your skills and expand your network. We can support you to explore career paths and make informed decisions. We can advise on applications for jobs and further study, including CVs and interview preparation, and on using social media to develop your reputation and source opportunities and connections. Our resources include information on local part-time opportunities, graduate vacancies, volunteering and internships.

Many students find the following services helpful:

- Our annual Recruitment and Volunteering Fairs in the autumn put students in touch with local employers seeking students for part-time work, paid internships or graduate employment.

- Students can access careers information via Student Central, where they can also book 1:1 appointments with our Careers Advisers. We offer a programme of events each semester, including workshops on career management skills, webinars or industry and employer insight sessions.

· If a student is considering leaving QMU before completing their degree, the Careers Advisers can discuss their options in a positive way and help with university or job applications if necessary.

· Graduates can continue to use the Service for their entire working life after graduation. They will be able to access Student Central after they graduate and can explore resources as well as make an appointment with our team for careers advice. Student Central:

<https://studentcentral.qmu.ac.uk/s/careers>

Email: careers@qmu.ac.uk

Social Media: Follow us on Facebook, Instagram and LinkedIn (search 'QMU Careers and Employability') Website: www.qmu.ac.uk/careers/

Two important resources for students to be aware of are the Employability Strategy and Graduate Attributes, both of which have been updated recently. [The Graduate Attributes can be found on the University's website by clicking on this link](#) (please look under the letter G). They set out the additional transferable skills that QMU students are encouraged and supported to develop through their academic study, as well as other co-and extra-curricular activities such as volunteering, representation and sports and societies. The QMU Graduate Attributes infographic (below) provides summary information. Academic and Careers staff will be pleased to provide guidance to you on how you can develop Graduate Attributes and use them to support your future employability.



Student Funding – Student Funding Service

Funding advice exists to provide information and guidance for all students regarding the funding available to them. The Student Funding Adviser offers advice and guidance on all aspects of student funding.

Come to see the adviser for advice about:

- The funding you are entitled to
- How your student loan works
- Benefits and studying
- Discretionary Fund (formerly the Hardship Fund) Childcare Fund
- Nursing Discretionary Fund

- International Hardship Fund

You can make an appointment with the Funding Advisor through Student Central or by email studentfunding@gmu.ac.uk

For further information please see: [Further information on fees and funding can be found on the website here](#)

Disability

For students with additional needs, there is an extensive network of support at QMU comprising staff in the Disability Service and a network of Academic Disabled Student Coordinators throughout subject areas.

Within the Disability Service, Disability Advisers can provide information, support and guidance to students with specific learning difficulties e.g. dyslexia, mental health difficulties, sensory impairments, mobility difficulties, autistic spectrum disorders and medical or other conditions which can impact on their ability to access learning.

Disability Advisers, can devise Individual Learning Plans which identify the impact of a disability on learning, recommend reasonable adjustments that may be put in place by QMU, and confirm assessment arrangements. This document can then be shared appropriately with relevant staff to ensure that individual student support needs are taken into consideration during their period of study at QMU.

Eligible students may also be able to access substantial further support from their Funding Authorities via the Disabled Students' Allowance (DSA). Support to apply for DSA can be provided by Disability Advisers.

If you consider you may have additional needs and would like to find out more about support in your studies, please contact the Disability Service.

To make an appointment with a Disability Adviser through student central or via email disabilityadvisers@gmu.ac.uk, please provide your name, matriculation number and the title of your course of study when you make an enquiry.

[Further information on the Disability Service may be found on the website here](#)

Healthcare

All students are advised to register with a Medical Practice within the area they are living when they arrive at QMU. Registration with a GP (General Practitioner/ Doctor) healthcare and prescriptions are free and delivered by the NHS in Scotland.

QMU are working in partnership with the Riverside Medical practice and students living on campus or in Musselburgh are encouraged to register with this practice. You can register with the practice online via this link: [Riverside Medical Practice](#)

Report and Support

Queen Margaret University is committed to promoting a safe and supportive environment for each and every member of our community and we have a zero tolerance to any form of bullying, harassment and violence. We have a reporting tool in place in the event something would

happen to you, and we urge you to use this tool to access support and to report any incident you have experienced.

It is important to speak to someone soon after an incident occurs so that you can get help, support and advice. You are not alone.

Our Report and Support portal provides you with the means to access information about your options, seek support and report any incident. All support and reports are treated confidentially. You can access the portal here: [Report and Support](#)

Faith and Contemplation Room

QMU welcomes students from all faiths; and of none. We have a quiet Contemplation Room on level 1 for students who want to spend some time in contemplation or simply need a silent space to be on their own for a little bit.

Effective Learning Service (ELS)

We know that studying at university can feel very different to what you are used to whether you are coming from studying at school or college, or from being out of education for a period of time. It is useful to think of your first year at university as a year-long process of adapting, as you work out how best to study within your programme, what methods suit you, how to organise your time, and, importantly, where to go for advice.

The Effective Learning Service (ELS) offers guidance and support to all students who wish to develop their academic writing and study skills, whatever their level of study. Our aim is to help you become as self-reliant as possible as you progress through your degree programme here at QMU.

You can arrange individual appointments to talk about any academic skills queries you have, or for shorter queries you can come to one of our drop-in sessions. To get more general academic skills development, you can attend our weekly study skills workshops. We also organize in-session classes for international students, a Resit Support programme, and produce a wide range of useful study leaflets. All our services are accessible both online and in-person.

For more information about what we do, browse our web pages:

[Effective Learning Service](#)

email us:

els@qmu.ac.uk or elsinternational@qmu.ac.uk.

or, to book an appointment or a place on one of our courses or workshops:

[Student Central](#)

We are based in room 1153 in the LRC, and this is where our on-campus appointments take place – email us to find out more.

We look forward to seeing you – remotely or in person!

Peer Assisted Learning Scheme (PALS) at QMU

PALS (Peer Assisted Learning) operates in several different subject areas at QMU. If you are studying one of these subject areas there will be a PALS Session for you:

- BA (Hons) Business Management
- BA (Hons) Events & Festival Management
- BA (Hons) International Hospitality & Tourism Management
- BSc (Hons) Psychology
- BSc (Hons) Psychology and Sociology
- BSc (Hons) Public Sociology
- BA (Hons) Drama
- BA (Hons) Theatre & Film
- BA (Hons) Education Studies (Primary)
- BA (Hons) Education Studies
- BA (Hons) Film & Media
- BA (Hons) Media & Communications
- BA (Hons) PR Marketing Communications
- BSc (Hons) Paramedic Science

What is PALS?

PALS Sessions are student led learning sessions. They are a relaxed, fun and informal way to receive support for your learning at QMU. You can use a session either to help you understand something you were struggling with, or perhaps to consolidate and develop the learning you have already completed. We also run revision sessions so you can brush up on your knowledge in the run-up to your exams.

The students who run them are known as PALS Leaders and they have all been where you are now and want to support you by sharing their experience.

PALS sessions run on a regular basis throughout term, and you will be notified by email, HUB announcements and your lecturers about upcoming sessions. Some sessions are also advertised on Student Central.

The sessions are not mandatory – some people just pop along to a session when they have a particular area of study they are struggling with, while others attend every session because they appreciate the extra support and the experience of the PALS Leaders.

Find out more about PALS and how it works at: [PALS \(Peer Assisted Learning\)](#)

Want to get involved?

If you would like to attend a session, [contact us](#) or keep an eye out for information in your QMU inbox/HUB page about sessions coming up and join us! You will also find information about upcoming sessions on Student Central.

If you would like to be a Leader, [please contact us](#) – we look forward to welcoming you to the PALS Team!

Studiosity

All QMU students have access to [Studiosity](#). Studiosity is a 24/7 external online service which provides constructive feedback on key elements of academic writing. This service is additional to the support offered by our [Effective Learning Service](#). Details of how to access Studiosity can be found at the Studiosity web page.

International students

The University provides support for international students through the International Office, particularly in relation to visa matters. As for all students, international students may contact the School Office or your Programme Leader or PAT who will be pleased to help you to settle comfortably into your new environment.

All students whose first language is not English will normally be permitted to use language-only dictionaries in examinations. Electronic dictionaries are not permitted (please refer to Exam Regulations section). No extra time will be allocated for students whose first language is not English ([please see the Assessment Regulations for further detail](#))

The International Office offer drop in sessions for international students with particular questions, especially concerning extending your visa, visiting other countries or inviting relatives to stay.

Once at the University, you can meet with the International team, at their drop-in sessions. The meeting times are:

Monday afternoon from 2.00pm - 5.00pm
Thursday morning from 10.00am - 12.00noon

One session will run online, and one will run face-to-face. At the start of each week, students will be emailed the link for online drop in. Meetings outside of these times should be made by prior appointment. Please email International@qmu.ac.uk with a range of dates and times that you are available and the International Office will do their best to work around your availability.

In addition to the drop in and appointment meetings, you can also contact the International team by the following methods:

Email: International@qmu.ac.uk
Telephone: +44(0)131 474 0099

Student Exchanges

Student exchanges are possible for most ASSaM, and a limited number of Health Sciences programmes. For further information, please visit the [Exchanges and Study Abroad](#) web pages, or contact StudyAbroad@qmu.ac.uk.

Queen Margaret University Students' Union

As a QMU student you are automatically a member of the Students' Union. The Students' Union (SU) is a registered charity and works to ensure that students have the best university experience while studying at QMU. A team of Officers is elected each year to lead the SU and make sure that students' views are represented to the university and beyond.

The SU offer confidential advice and support through the HelpZone, representation by working with the University and externally (including through the Class Reps system), extra-curricular activities like Sports & Societies, volunteer opportunities, Therapets, and a C:Card service through the NHS (free condoms!). The SU office is just upstairs from Maggie's, the Students' Union bar & café, which is the best place to relax after a day of classes.

There are a lot of different ways to be involved with the SU, so if you've got any questions or suggestions please book an appointment with us at [SU Appointment](#) or contact us via

union@gmu.ac.uk. You can also check out our website <https://www.qmusu.org.uk/> and find us on Facebook, Instagram and Twitter @QMUSU.

The Role and Remit of the Class Representative

The **Class Representative** has particular responsibility for their year of study within their own programme.

The **Class Representative** has two functions. The first is to consult with the students on the programme to get their ideas and note any concerns they may have about any aspect of their education at QMU; and to represent the ideas and the concerns of students on the programme at the appropriate fora:

- Student-Staff Consultative Committees
- Programme Committee
- School Academic Board
- Academic Council
-

Elections

Programme Leaders are normally expected to open nominations for programme representatives within the first two weeks of Semester 1, but of course the programme will be able to change its representative at a later date if it so wishes.

Required Time Commitment of Student Representatives

Representatives must commit sufficient time to prepare for, and attend, at least two Student-Staff Consultative Committee meetings and two Programme Committees (or equivalent) each year. They should also allow a few minutes each week/fortnight to get the views of students on the programme, and to feedback information from other bodies. Student Rep training is provided by the Students' Union.

Registry and Academic Administration

The Division of Registry and Academic Administration has a key role in the administration of academic and student services within Queen Margaret University. The Registry and Academic Administration department is led by the Assistant Secretary (Registry & Academic Administration). The Registry and Academic Administration team aim to provide an efficient, effective and professional service to the various client groups to whom it provides information, advice and support. Student Records and the School Office sit within this Division.

For Details of services provided by Registry & Academic Administration, please see [here](#)

Registry can be contacted at registry@gmu.ac.uk

The School Office can be reached at schooloffice@gmu.ac.uk

Student Accommodation Services

Our campus houses 800 single study en-suite bedrooms in self-contained flats for three to six students. If you decide to live on campus, the Accommodation Services team will be on hand to offer you support and advice throughout your stay. As part of our service, we offer students living on campus an exciting ResLife programme that includes a diverse range of social, educational,

recreational and cultural opportunities for you to get involved in. We also have a friendly team of ResLife Assistants to make you feel at home and supported in our vibrant residential community. For more information about campus accommodation and our ResLife programme visit [Accommodation](#) or email accommodation@qmu.ac.uk or call us on 0131 474 0000.

Sport & Fitness

Our on-campus Sport & Fitness Centre provides the following facilities and services:

- Fitness suite
- Weights room
- Gym Induction
- Personalised fitness programmes
- Exercise studio: home to over 35 weekly classes
- Outdoor All Weather Pitch: suitable for 5-a-side or 7-a-side football
- Sports hall: 4 badminton courts, 5-a-side football, basketball, netball, table tennis, volleyball
- Outdoor Gym

We provide you with a safe, friendly and informative environment so you can enjoy your chosen activity to the full. Our fully qualified, friendly and professional staff endeavour to provide you with a high quality service and are happy to assist with any questions you may have.

For more information please see: [QMU Sports](#)

SECTION 6 – FURTHER INFORMATION

Health & Safety Arrangements

The undernoted are a brief summary of general, *whole campus*, arrangements. When you enter your selected specialism, your tutors will give additional advice and guidance relevant to your field of study. Adherence to the health and safety policies and procedures laid down by the University, and by your School, is required by all students.

Your Programme Leader has access to the relevant health and safety documentation that detail our current policy and procedures – should you need access please ask them. Should you have any health and safety related concerns, you should raise these with your Programme Leader in the first instance.

Advice regarding health & safety matters can be obtained from the Health, Safety and Wellbeing Team via hs-staff@qmu.ac.uk. . **Please take time to read the following Health & Safety information**

Expectations

QMU is committed to providing a safe and healthy working environment for its staff, students and visitors.

QMU expects all students to;

- Take care of yourself and those who may be affected by what you do here,
- Co-operate with **QMU** on all health and safety matters,

- Not interfere with any item which has been provided in the interest of safety, report any hazards or suspicious activities, and
- Report all accidents and incidents you become aware of.

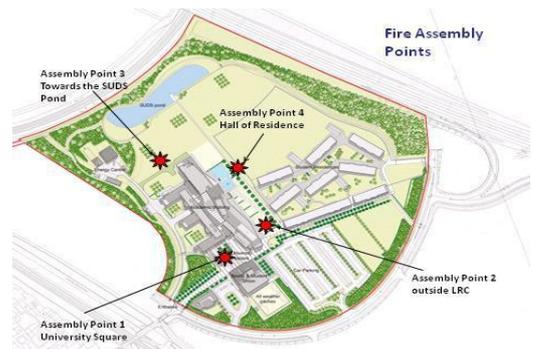
Arrangements

a) Fire Safety

 <p>Fire alarm call point</p>	<p>If you discover a fire you should withdraw (under the direction of your host) and activate the nearest break glass alarm call point.</p>		<p>If you hear a Fire Alarm Voice Message / Electronic Siren [Tested Wednesdays - 1315 hrs]</p>
 <p>Fire Extinguisher</p>	<p>Important – Under no circumstances should you consider tackling a fire unless you have had specific portable fire extinguisher training.</p>		<p>You should evacuate the building quickly but calmly. Your host will make sure you use the most appropriate fire exit route to safety.</p> <p>Make your way to the nearest Assembly Point.</p>

Fire Assembly Points

Assembly Point 1:	University Square
Assembly Point 2:	Outside LRC
Assembly Point 3:	SUDS Pend
Assembly Point 4:	Halls of Residence



b) First Aid



A **First Aider** [or defibrillator] can be summoned by calling the security team on: Internal **Extension 2222**



c) Accident Reporting

You must report **ALL** accidents or 'near miss' incidents to the security team or your tutor and complete an **Accident Report Form**. All forms must be completed in full with all the relevant contact details.

d) Supportive Environments



QMU is a fully inclusive community and our buildings and procedures are designed to support students in their study. If you require support, please contact the QMU disability advisers where arrangements can be put in place to ensure your safety.



e) Quick Guide

For those students staying with us in accommodation, please be careful where you use aerosols or hair dryers, as we have a very sensitive smoke detector installed for your safety that can easily pick up both as a signal for fire.



EMERGENCY INFORMATION



Emergency First Aid

Dial 2222

Give your name, nearest room number, details of the incident.



Personal and University Security

Dial 2222

Give your name, nearest room number, details of the incident.



Fire action



Sound the alarm



Leave the building by nearest available exit



Report to assembly point

Read your nearest fire action notices



Refuge point



Do not return to the building until authorised to do so



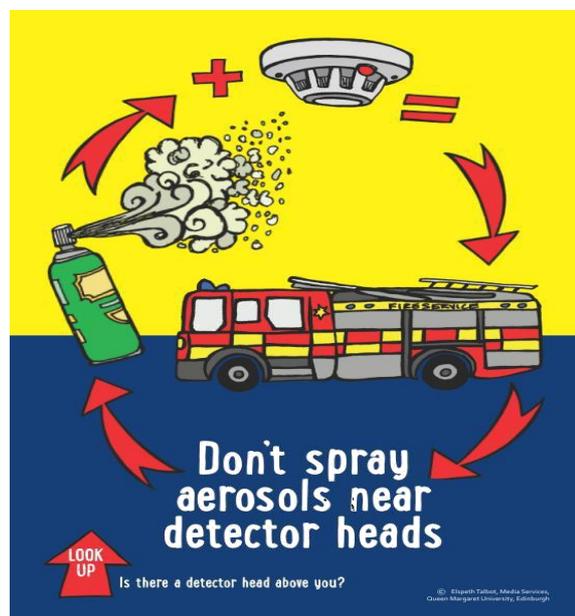
The University does not allow smoking in any of its buildings. If you see someone smoking please report it to security immediately.



Do not use the lifts



The University operates 24 Hour Security (including CCTV) on this Campus. If you need urgent assistance please contact reception or dial 2222.



Building Cladding

Following the tragic fire at Grenfell Tower, London Queen Margaret University reviewed its estate in respect of ACM cladding and has confirmed, through desktop review and localised inspection, that Queen Margaret University does not have any buildings with ACM cladding.

Recognition of Prior Learning (RPL)

Some students come to QMU with a range of prior learning and experience. Recognition of Prior Learning (RPL) is a way to apply for partial or full exemption from having to undertake a module, level of study, or assessment. RPL describes the use of prior learning, either as a formative tool as part of personal development, or as a summative tool for the award of credit. The learning may have taken place either as part of a formal educational course or as part of an informal life or work experience outside formal educational settings. This acknowledges that there may be a stage of discussion, reflection and formative assignments, prior to any formal application for the accreditation of prior learning. You should discuss this with your module and/or Programme Leader at your earliest convenience.

You can view the policy, process and documentation by following this [link](#).

Equal Opportunities at QMU

Queen Margaret University welcomes diversity amongst its students, staff, applicants and visitors, recognising the particular contributions to the achievement of the institution's mission that can be made by individuals from a wide range of backgrounds and experiences. The Institution is committed to ensuring that all of its activities are governed by principles of equality of opportunities.

For more details, please see: [Equality and Diversity](#)

Cultural Considerations – Online Communication

We are proud of QMU's diverse student body and ask you to recognise that the challenges of on-line communication can be magnified in classes of native and non-native speakers. A non-native speaker can easily feel uncomfortable among native speaking online communicators, especially in the chat room setting. The University asks you to recognise that different cultures bring different points of reference, different understandings of humour and different expectations of online communication, so:

1. Avoid using complicated language, terminology, slang, idioms or local acronyms
2. Be aware of differences in date formats and measurements
3. Be careful with sarcasm and humour, and avoid ridicule
4. Allow extra time for responses, especially in chats
5. Remember that language, fluency and intelligence are very different things
6. Admit mistakes and apologise

Freedom of Information, Data Protection and Complaints Handling Procedure

Freedom of Information

Compliance with the Freedom of Information (Scotland) 2002 Act (FoISA) at Queen Margaret University is coordinated by the Division of Governance and Quality Enhancement.

FoISA intends to encourage public organisations to become more open and accountable. QMU strives to be as open as possible in its attitudes, operations, policies and processes, and is pleased to share information about its activities.

You can find more guidance on University procedures in compliance with the Act at: <https://www.qmu.ac.uk/footer/foi-and-data-protection/what-is-foi/>

Data Protection

The Data Protection Act 2018 came into force in March 2018 and implements the General Data Protection Regulation (GDPR) into UK Law. This Act applies to information about individuals, known as "personal data". Queen Margaret University needs to process and retain certain personal data, for example about its staff and students, to fulfil its purpose and to meet its legal obligations to funding bodies and government.

You can find more guidance on University procedures in compliance with the Act in our [Freedom of Information](#) web pages.

Complaints Handling Procedure

The University has a Complaints Handling Procedure which can be found here: [Regulations, Policies and Procedures](#) web pages.

The procedure has three stages: frontline resolution, investigation and external review. If a student has a complaint, they should discuss this with someone in the area which the student wishes to complain about (for example, for a complaint relating to speech and hearing sciences, this should be discussed with the Programme Leader or Module Coordinator for the module concerned). The complaint will be considered under frontline resolution (unless complex) and a response will usually be given within 5 working days. If the complaint is complicated, it is the student's choice to take it to investigation stage immediately or it may be referred to the investigation stage by the person the student determined to discuss the complaint with at frontline resolution. Should the complaint be considered under the investigation stage, a response will normally be received within 20 working days.

Any queries about the complaints procedure or any complaints written on the Complaints Form may be emailed to complaints@qmu.ac.uk

24/08/22