

**Where
learning
means
more**

Contact

www.moray.uhi.ac.uk
student.services.moray@uhi.ac.uk
01343 576000



The information and amounts in this booklet are correct at the time of publication
19/8/2022

UHI | **MORAY
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A Guide to UHI Moray

2022 - 2023

moray.uhi.ac.uk

Welcome to UHI Moray



David Patterson
Principal, UHI Moray

We are delighted that you have decided to study with us this year. We hope you enjoy your time at UHI Moray.

Staff at UHI Moray have been working hard to make sure the start of the new academic year is packed full of all the things you need to know about studying with us. This includes explaining what you can expect from your studies and lecturers, and the services available throughout your time with us.

We understand that starting a new course means you'll be given a lot of information and that you might not remember it all. This guide has been designed as a signpost for most, if not all of the questions you might have.

If you have a question that isn't answered in this guide, please talk to your lecturer who will point you in the right direction.

David Patterson
Principal

Quick Reference

Student Support

We have given you a brief outline of our student support services in this guide. If you need more information, you can **visit our website** or contact the Student Services Centre at the Moray Street campus.

The Centre is open term time:

- + Monday to Thursday 8.30am - 4.15pm
- + Friday 8.30am - 4.00pm

During the October and Easter holidays, the Centre is open:

- + Monday to Friday 9.00am - 4.00pm

Summer holiday opening times:

- + Monday to Thursday 9.00am - 4.15pm
- + Friday - Closed



Campus Maps

Our friendly reception staff can give you a map of the **Moray Street campus** or the **Technology Centre**.

Reception opening times are:

- + Monday to Thursday 8.15am - 9.00pm
- + Friday 8.15am - 4.30pm

During holidays Reception is open Monday to Friday 8.45am - 4.30pm

Academic Calendar

You can **find more information** on our website.

Library

The library and computer-based learning facility is on two open access floors containing a book stock of approximately 15,000 volumes, magazines and periodicals.

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- + Monday to Thursday 8.30am - 4.15pm
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Summer holiday opening times

Monday to Thursday 9.00am - 4.15pm
Friday - Closed

MyDay Student Portal

UHI Moray has a student portal called MyDay. The system uses tiles that link to various apps such as online mail and calendar facilities.

You can personalise your dashboard to make sure you have quick access to the online content you find most useful.

Student Accommodation

UHI Moray has dedicated Student Accommodation in Elgin. You can find **more information** on our website.

Car Parking

Students and staff who would like to use the campus car parks must display a parking permit. Talk to our Student Services Team if you would need a permit. Please note that the permit does not guarantee a parking space.

Vehicles are parked entirely at your own risk and UHI Moray does not accept liability for any loss or damage.

Any vehicle parked outwith a designated parking bay will have a "parking offender" notice fixed to the window and details of the vehicle will be recorded. Repeated occurrences may be subject to Disciplinary Procedures.

Your co-operation in safe parking and maintaining clear access for emergency & delivery vehicles is appreciated.

Smoking & Vaping

Please note that all UHI Moray Campuses are No Smoking areas - this includes electronic cigarettes.

Any person smoking/vaping on Campus will be asked to stop with immediate effect, Staff may ask any offender for their Name and Student ID.

Repeated occurrences may be subject to Disciplinary Procedures.

Your cooperation in this matter is appreciated.

Bicycle Storage and Student Lockers

A limited number of secure storage cycle lockers and student lockers are available. If you would like to book a locker please speak to our Student Services Team. You will need to pay a £10 deposit.

Bright Space

Bright Space is our Online Virtual Learning Environment, sometimes referred to as 'the VLE'.

UHI Moray Nursery

Our **Nursery** is located at the Moray Street campus in Elgin and provides both education and care for children between 6 weeks and 5 years.

The Nursery opens at 8.30am and closes at 4.30pm.

Campus Catering

The **HATA Grab & Go** shop, located in the Aye Pod Café area, is open daily, usually from 10am - 11am and then again from 12noon - 1pm.

This shop gives us the opportunity to showcase some of the products made by our students during their Hospitality Courses.

We also provide refreshments, snacks and light lunches to be enjoyed by both students and staff whilst at UHI Moray.

The **Beechtree Restaurant** will be open throughout the week. Details of opening hours will be emailed to students when they have been confirmed.

The restaurant is a realistic working environment for our Hospitality & Tourism Academy (HATA) students and features a seasonal menu for lunch between 12noon - 1.30pm, in addition to Speciality Teas & Coffees, served alongside scones and homebakes, from 10am - 3pm.



HISA

Highlands and Islands Student Association

Highlands and Islands Student Association (HISA) is the Student Association for UHI. They represent all students studying in Further and Higher Education. They make sure that your experience as a student is the best it can be! They do this through elected Student Representatives (or Student Voice Reps), who gather students views about their studies and College/University life to bring about positive change.

HISA Officers

HISA have two student elected Depute Presidents based at UHI Moray. They are part time officers who work 14 hours each per week.

The HISA Moray Deputes have an office beside reception. You can pop in with any question or problems you may have. They also run Student Voice Rep meetings where you can voice any problems you or your class members may be experiencing.

How to get involved

HISA is run by students, for students. HISA works on everything from fun things such as clubs and societies - which they can help you make - to more serious subjects such as education and representation. They represent you in a variety of ways locally, regionally and nationally. They lobby MSPs, sit on all the important University and College committees and campaign for change.

There are loads of things that you can get involved in. So, if you want to have a say in your education and have your student voice heard, then get involved.

Every year HISA holds Student Elections, so keep an eye out for the amazing opportunity to represent your fellow students in a paid local (Depute President) or regional (Vice Presidents and President) position. Whether you decide to run for a position or not, make sure to vote!

To keep up to date with what HISA is working on find them on Facebook - **HISA, HISAMoray** and keep **checking their website regularly.**

IT Support

Your first stop, if you have an IT issue, will be the **UHI Servicedesk Self-Service** portal <https://uhi.unidesk.ac.uk>

If you have a more urgent IT request, UHI Moray IT Support are based in room B006 and operate an open-door policy where you can pop in and see them. Current Covid-19 guidelines apply.

They are open

+ Monday to Friday 10am - 3pm

They can help with issues on campus regarding the following:

- + Hardware - PCs, Laptops, Printers and Phones
- + Wi-Fi - Connecting your equipment
- + VC and Classroom display equipment

Log on to a PC

- + Username - STUDENT NUMBER
- + Password - Your Current Password
- + PRESS Ctrl-Alt-Del > Change a Password
- + Your new password should be a minimum of 8 characters and contain: UPPERCASE, lowercase and numb3rs
Example - Pa55word

Multi-Factor Authentication (MFA)

We recommend that you set up more than one method of authentication

For more information go to

www.uhi.ac.uk/en/multi-factor-authentication/

Log on to the WiFi

- + Select Eduroam
- + Username - studentnumber@uhi.ac.uk
- + Password - Your Current Password

OneDrive

We recommend setting up OneDrive for Students, which gives you 1TB of cloud storage for saving your documents. Guidance is available at

www.uhi.ac.uk/en/lis/onedrive/

MyDay

MyDay is the student portal and is a one stop shop to access all your student information.

MyDay is your home page on Microsoft Edge. To access MyDay from Google Chrome and Firefox go to

myday.uhi.ac.uk/dashboard/students

where you will sign in using your user ID (studentnumber@uhi.ac.uk) and password

We also recommend students download the **'myday'** student portal smart phone app. This can be download via **iTunes** or **Google Play**

Login using your user ID (studentnumber@uhi.ac.uk) and password. This will give you access to the student portal at home, including your email and calendar.

Student Email

Student Email is accessed through the MyDay portal or the Microsoft Outlook app.

Printing

Use your student card to log into the printers (or you can sign in manually with your student number and password).

Print Credit Top Up

For printing payments, please use the link below to send a payment to our Finance Department - Payments

www.moray.uhi.ac.uk/payments/index.php/

You can then enter your name, address, email, digital payment reference - you will need to put "print credit" in this section - then payment amount and submit. Once submitted it should allow you to enter your card details.

Once you make payment, you will receive an e-receipt which you then need to email to Student Services from your student email address, and we can then add the print credit to your account.

student.services.moray@uhi.ac.uk

An Introduction to UHI Moray

At UHI Moray, we offer a broad range of Further and Higher education courses. We work closely with our local community, schools and employers to provide the right courses to help take students where they want to be.

Our Moray Street campus offers a range of facilities including Hair, Beauty and Complementary Therapy treatments, The Beechtree Restaurant and a fitness suite. You can **visit our website** if you would like to find out more.

The Linkwood Technology Centre in New Elgin offers state-of-the-art facilities for students studying courses in Construction and Engineering Technologies.

We also make use of the Biblical Garden in Elgin where we offer a range of courses from entry level to Higher Education courses in Horticulture.

UHI Moray is one of the 12 academic partners that make up the University of the Highlands and Islands (UHI). This partnership allows us to offer a wide range of Higher Education and Degree qualifications taught by our own lecturers in Moray and our colleagues in partner campuses across the region.

Visit the UHI website to find out more about the University and our partners.



Disability/Extended Learning Support Needs

Here at UHI Moray we encourage applications from potential students with extended learning support needs/disabilities. We will make every reasonable effort to provide, or arrange to provide, any necessary support, adaptations, equipment and staff development to make sure disabled students are not disadvantaged.

We encourage all students to tell us about any disabilities and/or extended learning support needs they may have as soon as possible. This gives us the opportunity to help staff offer advice and make any necessary adjustments.

If you would like to discuss your needs with someone please contact our Learner Support Officer, Anne Mair on 01343 576489 or email **learner.support.moray@uhi.ac.uk**

Student Services

Our **Student Services team** are available to help you with a range of questions or issues you may have. These include questions about:

- + Applications and Enrolment
- + Car Parking Permits
- + Course/Career and Guidance Advice/Interviews
- + How to become a class representative
- + Locker keys
- + Student finance including SAAS applications
- + UCAS Applications (to go onto further study at another University)
- + Problems with attendance
- + Counselling
- + Course work drop off
- + Library resources
- + Print credit
- + Student card photos

Student Guidance

From time to time, you may have trouble managing your money, with health or with personal relationships. Our guidance team are available for friendly confidential chats about whatever is troubling you. They can also help students who may be thinking about withdrawing from their course. You can access the guidance service by talking to a member of our **Student Support Service**.

The Study Bar

The Study Bar is available to all students enrolled at UHI Moray. You will find it in Student Services. The staff in the Study Bar can help with:

- + Study skills, for example referencing, essay writing & revision techniques
- + Reading, writing, spelling and grammar
- + Numeracy and communication support groups
- + Dyslexia support
- + Basic numeracy, communication and IT
- + General English for ESOL students

Carers and Care Leavers

Our Student Services team has a wealth of experience in working with young people from varied backgrounds.

They have designated team members who provide support, advice and guidance to our students who have caring responsibilities or are in care or through care services. They work in partnership with internal and external support services to provide you with a tailored service that meets your needs.

You can contact the Student Services team if you would like to know more about this service.

PROTECT PREVENT PARENT



Contact Details for Information and Advice

<p>Heather Henderson 01343 576269 heather.henderson.moray@uhi.ac.uk</p>	<p>Nicole Hyslop 01343 576465 nicole.hyslop.moray@uhi.ac.uk</p>	<p>Derek Duncan 01343 576433 prevent.moray@uhi.ac.uk</p>
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Policies

All of our current policies are **available on our website**. They include the following:

Academic Quality Policy

The Academic Quality Policy describes the key activities we will carry out to make sure the quality of services meets the necessary standards.

Attendance/Absence Procedure

UHI Moray expect that students aim to attend 100% of scheduled classes. There are some instances where this may not be possible. This document defines where students could be permitted to drop below 100%, when the appropriate evidence supports their absences.

Student Conduct Policy

This policy sets out how we aim to promote a positive learning environment for all students. It includes the Student Code of Conduct and describes what should happen if a student's behaviour falls outside of this code.

Student Confidentiality Policy

During your time as a student at UHI Moray we will handle a range of personal information about you. We will do this in line with appropriate regulations including the General Data Protection Regulations (GDPR).

During your studies we will share your data with a range of organisations. We will only share data when we need to and we will do this in line with the law.

Complaints and Suggestions

You have a right to make a complaint if you are not happy with any aspect of your student experience. The Complaints and Suggestions for Improvement Handling Procedure gives details of how you can complain or submit a suggestion for improvement.

BrightSpace

BrightSpace is the Virtual Learning Environment (VLE) used by UHI.

It is an online system that helps lecturers provide online support for teaching and learning.

You don't need to be in a classroom or even on campus to access and use the system - all you need is access to the internet!

There is a lot you can do with BrightSpace including:

- + access material that covers the basic content of your course
- + take part in interactive quizzes/tests to check your learning
- + link to websites that provide useful information
- + discuss ideas with other students on your course
- + contact your lecturers
- + submit work to be marked and record the dates and times of when you submitted the work
- + receive grades and feedback about your work

You can access BrightSpace by clicking on the link in the student portal (MyDay). If you are using a UHI computer MyDay will be set as the default home page when you access the internet.

If you are not on campus, you can either go to **www.myday.uhi.ac.uk** or download the MyDay App from the Apple or Android store. Just use your normal student/UHI login to access all the online services.