



Student Handbook

2011/12



Welcome to Jewel & Esk College

Congratulations - you have made an important decision to come and study as part of the Jewel & Esk community. This booklet gives you information about the college, so that you can get the most out of your time here.



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Jewel & Esk College: Our Mission



The mission of Jewel & Esk College is to make learning an enriching and lifelong experience in the communities we serve.

Our Values

We expect all our staff and students to embrace confidence, teamwork, integrity, success and to be customer-focused.

We are committed to improving quality and standards across the college to give you the best possible student experience.

Partners in Learning is a commitment between students and staff to work together to provide engagement opportunities ensuring that you are involved in shaping the best student experience for you at Jewel & Esk College.

Before you start we will:

- keep in touch about your application
- tell you when you get a place at college and let you know what materials you need to buy
- provide you with further information and answer your questions on being a student
- provide you with access to your course timetable
- provide you with first day information

First days you will:

- get to know your class and other students
- meet your lecturers and tutor
- get your student card
- find out about the Students' Association and life at Jewel & Esk College
- find out how you can get involved and have your say at Jewel & Esk College

Learning at Jewel & Esk College - as learning partners we will work together to:

- produce a learning plan for you that will ensure that you are successful on your course
- involve you in the design and delivery of learning
- provide you with prompt and helpful feedback
- create opportunities for you to reflect on learning and provide lecturers with feedback on your course
- provide you with support which is relevant to your needs
- make sure that you know what you are doing and why you are doing it



Life at Jewel & Esk College - as a student you will:

- be RESPECTed by everyone and RESPECTful of everyone
- be able to have your say
- get the chance to be a Class Rep, Centre Rep, Communication Ambassador or Executive Officer for the Students' Association
- have the opportunity to comment on all college services and help us improve them
- be invited to a Freshers' Fair
- be able to influence the Students' Association on events, clubs and societies
- be able to develop yourself through real experience volunteering for the Students' Association
- be able to access student discounts
- get reduced membership rates for 'the Club'
- get access to free buses between campuses
- get free internet access in college
- be able to stay on-site at our Edinburgh Campus in rented accommodation

Moving on from your course we will:

- provide you with careers information and advice
- help you complete your CV
- discuss further study options or employment opportunities
- help you complete your university application (UCAS)
- provide you with a college certificate for your work on behalf of the Students' Association
- keep in touch with you and invite you to join our association for former students (Alumni)

College Positive Behaviour Code

The Positive Behaviour Code outlines the kind of behaviour we expect from our students and other college users. It clearly identifies behaviour that is not accepted at college and explains what will happen if you break the code. All students need to be familiar with the Positive Behaviour Code, so please make sure you read it. You should have been given a copy in your first weeks at college, but you'll also find it on Discover or you can get a paper copy from Student Support Services at either campus.



Student Support Services

Student Support Services staff are here to help you. You can drop in to our office at each campus, email us at studentservices@jec.ac.uk or call 0131 344 7100.

Money Matters

When you become a student it's a useful exercise to review your finances. You may want to consider whether, as a student, there are

- funds available to help support you while you study;
- additional costs associated with your course or attending College;
- any benefits you will keep; or
- additional benefits or funding you may be entitled to.



Student Support Services offer in-depth information and advice on the appropriate funding for your course. The college has some additional funds to help students who find themselves in financial difficulty as a result of becoming a full-time student; we can advise on whether you may be eligible and how to apply. Student Support Services Advisers are also happy to offer a personal financial health check.

Making it Through

- Are you unsettled at college or on your course?
- Do you need someone to talk to?
- Do you need advice on how to deal with college procedures (eg appeal against a college decision, disciplinary action)?

We want you to enjoy your time at college and to achieve the qualification you came here for - but we know that issues and concerns do arise. Whatever the problem, we want to try to help.

Your Class Tutor is the first person to speak to but if your tutor can't help, or if you'd rather talk things through with someone else, contact Student Support Services and let us help you resolve things. If we don't have the specialist help readily available in college we will always try to put you in touch with someone who can help.

Student Support Services Advisers are here to make your college experience as positive and stress-free as possible.

We offer a sympathetic and confidential approach, including access to appropriate external support agencies, to deal with anything that's troubling you. Even if it doesn't seem directly related to college, if it's affecting your work, then it is important. It's never too early to speak to an Adviser.

Making your views known

As students at Jewel & Esk College YOU are able to make a difference. The Student Voice is our term for the different ways students can give informal and official feedback as individuals or groups, about course and college issues. Student Support Services staff advise and support students on how to make your views known most effectively and appropriately; opinions, suggestions or complaints. We also support the work of the Students' Association which is the formal 'Student Voice' on college committees and the Board of Governors.



Moving On...

- **Looking for a part-time job while you study?**
- **Looking for some help to prepare a CV?**
- **Want some assistance to complete your UCAS application?**

Whether you've come to college to enhance your job prospects or to prepare for further study, call or visit Student Support Services for help to plan for and take your next steps.

If you intend to look for a job after your course, we have information on useful jobsearch websites, sample CVs, writing letters to employers, completing application forms and going for an interview.

Our Jobshop on *Discover* offers help to find a part-time job while you study. If you decide to apply to university we can tell you about the Universities and Colleges Admissions Service (UCAS), when to apply and what you might say in your personal statement.

- Call or visit Student Support Services and ask about drop-ins and appointments offered by our College Careers Advisers.
- Download lots of useful information on a whole range of job and further study related topics from the Student Support Services area on *Discover*. Look under 'Moving On'.

We want to help you get the right job or the right course for you!



Welcome from Lupe Gonzalez Student President

Hello and welcome to Jewel & Esk College and to the Students' Association. By becoming a student at Jewel & Esk you automatically become a member of the Association. It's free and represents student interests in the college across a wide range of issues. Run by students for students, the Students' Association is a huge part of the Student Voice. We represent students on college issues; organise social events and charity events; support student societies; and run campaigns throughout the year.

I have studied at Jewel & Esk for the last 3 years and was elected President of the Students' Association in June 2010 – this is my second year as President. I am really looking forward to working with you and representing you for the next academic year. I will be introducing myself to many of you over the first few weeks of term and encouraging you to become involved in the Association. It's a great way to get involved in events, meet people and influence change.

Is there anything you are passionate about? Would you like to be the change? Being a Course Rep, Centre Rep, Communications Ambassador or a part of the Executive Team in the Association will be fantastic for your personal development and will look great in your CV.

I look forward to meeting many of you soon. In the meantime, if you have any problems, suggestions or questions about the Students' Association then please feel free to drop into my office at either campus, call me on 0131 344 7196, email me at: studentpresident@jec.ac.uk or catch us on *Discover* or *Facebook*.

Your Students' Association

The Students' Association is chaired by the Student President who is elected around April each year. The Student President sits on the Board of Governors and is a member of the Senior Management Team as well as many working groups across the college.

Taking an active part in the Students' Association helps you make contacts with students across the college and beyond. Please get in touch with your ideas for social events, charity activities and campaigns.

You can run for election!

An active role in the Students' Association always looks good on a CV in future life and it can be great fun to be involved in planning and helping out at the many charity fundraisers, social events and other activities the Students' Association are involved with.

The Executive Committee - The elected posts are: Vice President, LGBT Officer, Women's Officer, BME Officer, Disabled Officer, Student Activities and Events Officer, International Officer, Environmental & Ethics Officer, Health & Fitness Officer and Campus Reps for each campus.

Elections for these roles will take place in October. If you are interested in finding out more about the committee, helping run particular events or activities or standing for office then call in or ring the Students' Association on 0131 344 7196 or ask Student Support Services.

Class Rep - Could it be you?

Each class will elect a Class Representative and Deputy – this will be organised through your class tutor so let them know if you are interested.

The Rep's job involves:

- attending and take part in Student Rep Council meetings and feed back information to your class - all of the Class Reps meet regularly (four or five times each academic year) as the Student Representative Council.
- listening to your classmates – and where necessary bring any issues, needs or actions to the attention of the Students' Association
- participating in Students' Association campaigns.



It's a great way to meet people, influence the direction of the college and get involved in college life – you don't need any previous experience in a similar role and being a Class Rep doesn't take up too much time. Why not give it a go?

Study Support

College staff are all here to help you make a success of your studies and achieve your goals. Teaching staff are committed to assisting you to fulfil your potential in individual subject areas.

We know that for a large number of students the learning process can be daunting - especially if it's some time since you attended school or college. It may be that some study support early in your course would make all the difference to how successful you are. We can help with:

- essay writing
- information gathering
- exam skills
- project planning and management
- giving presentations
- time management and organising yourself
- note taking
- report writing
- revision techniques
- using the library
- memory skills

Please speak to your course tutor or to Student Support Services to access study support.



Specific learning difficulties and disabilities

For some of our students learning is more challenging as a result of a specific learning difficulty or disability that needs specialist support. Learning Support staff can offer Extended Learning Support and confidential guidance if you have this need.

Difficulties can be associated with:

- dyslexia
- attention deficit disorder
- dyspraxia
- sensory impairment
- social or emotional problems
- health problems
- mental health problems
- mobility difficulties

We are also able to help students who qualify for the Disabled Student's Allowance (DSA) with the completion of their application form and advise them on supportive technology. Formal assessments for the DSA are carried out in college.

How to contact us

You can contact Learning Support staff through your tutor or make an appointment to see us through Student Support Services.

Learner Bases

Learner Bases provide easy access to PCs to help you complete your college work. At the Edinburgh Campus the Learner Base is on the first floor near the Library Learning Centre. At Midlothian the Learner Base is next to the Library Learning Centre on the first floor.

Learner Bases offer access to software, including internet access and Microsoft Office, together with printing and copying facilities.

Learning Assistants provide support in these Learner Bases. They are there to help you with your work and to help you to make the best use of the available resources. Please just drop in to use a computer or to ask for help. We look forward to seeing you.

Opening hours: 8.30am to 4.30pm Monday to Friday

As well as providing support in Learner Bases, Learning Assistants support students and lecturers in classes, give students one to one support and help to run Discover.

Discover

Discover is Jewel & Esk's student intranet and online learning environment. It is where you can find out the latest news and information about facilities around the college and where you can also link to your course materials and your student email using the buttons on the home page.

You will get all the information you need about Discover on your first induction day and at your ICT induction.



Equality & Diversity

Jewel & Esk College acknowledges the diversity and dignity of individuals and promotes equality of opportunity for all. The college will actively promote equality, diversity and inclusion by removing barriers to education, training and employment opportunities and by widening access through development of a flexible and inclusive culture.

Equal Opportunities and Diversity – great words, but what does it mean for me? It means that you have the right to be valued and respected as an individual; to be treated fairly at all times and to progress on the basis of your merit alone; to challenge and remove any unfair barriers that stand in the way of your progress; to contribute to what we do and to achieve your full potential here.

At Jewel & Esk, we recognise that we all have a right to dignity, trust and respect and a responsibility to show the same to others.

RESPECT

Respect is the key word and it's no coincidence that our on-going equality and diversity campaign is named RESPECT. In 2008 care student Lynsey Brown won an i-pod when her description of respect was adopted by the college campaign:

Respect people's

Emotions

Social life

Personal life

Equal rights

Culture

Treat people with RESPECT!

Respect runs at the heart of college life. Each session several events take place within the RESPECT theme; as an example last year we celebrated LGBT and Black History months and signed up to the 'See Me' Pledge to fight the stigma and discrimination experienced by those with mental ill health.

We hope that you will join our RESPECT campaign and use your time at college to learn a bit more about issues linked to Diversity and Equality.



Around the College Campuses - eating

Midlothian

You can relax and enjoy a meal with friends in our 150 seat Foodcourt on the lower ground floor. The Foodcourt is open Monday to Friday (breakfast 8am - 11am; lunch 11.45am - 1.30pm) serving breakfast, drinks and snacks and a lunch menu that changes daily. There are vending machines next to the Foodcourt, stocked with a variety of snacks and sandwiches.

The café opposite reception serves freshly made tea and coffee, smoothies, sandwiches and snacks. The café is open:

- Monday 8am to 5pm
- Tuesday to Thursday 8am to 6.30pm
- Friday 8am to 2.30pm

Edinburgh

There is a bank of vending machines situated within the lounge directly in front of the lifts on the second floor of Bolam House. You can meet friends here to grab a quick coffee and have a chat.

Café at CRE:8 is next to the auditorium, and serves hot and cold drinks, sandwiches and snacks, to eat in or take away.

Alternatively you could enjoy a freshly made latte, cappuccino or fruit smoothie at the Mezz café at the Club. You can also pick up a variety of hot and cold snacks and drinks including sandwiches, baked potatoes, soups and tray bakes.

The Mezz café is open:*

- Monday to Thursday 8am to 8pm
- Friday 8am to 7pm
- Saturday & Sunday 9am - 1.30pm

*Opening hours may be restricted outwith term times.

The main Edinburgh Foodcourt is upstairs at the Club. Seating 250 the Foodcourt serves breakfast, lunch and evening meals with a wide range of drinks and snacks available throughout the day. The Foodcourt is open:

- breakfast 8am - 11am
- lunch 11.45am - 1.30pm

If you want to treat yourself, why not book a table at eh15 – our rooftop restaurant situated at the Club? The restaurant serves à la carte meals prepared and served by hospitality and catering students. It is open to members of the public Monday to Sunday, call 0131 344 7344 for bookings and further information.

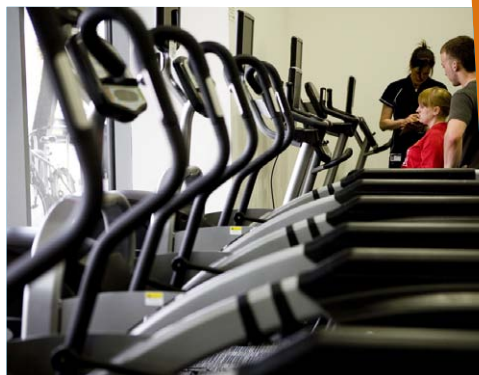


Hair and Beauty Treatments for Students

The hair and beauty salons on the second floor of the Club are open to members of the public including staff and students. You'll need to have a free period before booking a treatment – but it's great value for money and the treatments and haircuts are excellent. You can call into the reception at the salons or ring 0131 344 7348 for more information.

Gym & Spa memberships

We offer student memberships of the Club gym & spa at a specially reduced rate. Memberships can run for different lengths of time, and give you access to the swimming pool and health suite, the well equipped gym and our great range of classes in the dance studio. For the current membership rate and special offers, please drop into the Club or call 0131 344 7373.



Lost Property

Lost property can be handed into or collected from the Janitors' office at either campus.

College Policies and Procedures

Jewel & Esk has many policies and procedures that govern its operations. The full text of these policies and procedures is available on the college website: www.jec.ac.uk - below is a brief summary of policies and procedures of particular relevance to students.

Health & Safety

We are committed to ensuring the health, safety and well being of all students and staff.

You must make every effort to avoid risks to yourselves and others by acting in a safe and responsible way. Any problems relating to health and safety should be drawn to the attention of a member of staff. Members of staff will complete an incident form immediately in the event of an accident even of a minor nature, and submit it to the Health & Safety Manager, naming any witnesses. The Health & Safety Manager will then make any necessary investigation. If by the nature of the accident a member of staff is unable to report it, either a witness, or the Line Manager of the absent member of staff should complete the incident form on their behalf.

Equality Diversity & Inclusion Policy

Our Equality Diversity & Inclusion Policy promotes equality of opportunity and aims to ensure that all forms of discrimination and harassment are prevented, particularly as these relate to age, disability, gender, race, religion/belief and sexual orientation. All staff and students have the right to be treated fairly and with respect and have a responsibility to treat fellow staff and students fairly and with respect. The policy gives examples of behaviour regarded as unacceptable and which we would investigate fully.

You can draw an incident to our attention via your Class Tutor, Students' Association, a member of Student Support Services staff or by using the 3Cs form available from either campus reception area or from Student Support Services.

Smoking Policy

Smoking is prohibited on college premises and in college vehicles except for within the clearly marked designated Smoking Areas. If you are under the age of 18, you are not permitted to smoke anywhere on college premises or in college vehicles. A breach of this policy is viewed as a serious violation and will be the subject of disciplinary action.

Fire Evacuation Procedures

We have an evacuation procedure in the event of a fire or other emergency. The emergency evacuation alarm is a continuous klaxon. On hearing the evacuation alarm everyone must make their way out of the building, by the nearest exit, to their designated assembly point in the Car Park, (see 'Procedure in Event of Fire' notices displayed in each room of the college).

Do not use the lifts. No one should re-enter the building until the all-clear has sounded. Only those accompanying non-ambulatory disabled staff or students may remain at their own discretion if staff have been notified of their location.

First Aid

The college has designated First Aiders and if you report an accident to the Reception staff, they will obtain a First Aider.

ICT Policy

You must familiarise yourself with and abide by all aspects of the Information and Communications Technology Policy and Procedures Framework. The policy is available on the college website. When you log on as a user of the ICT facilities you agree to abide by the User Agreement.



Student Attendance Policy and Procedures

The Attendance Policy is based on workplace practice. We expect your attendance to be 100%. We consider any absence, authorised or unauthorised, as a barrier to academic progress and achievement. If you are unable to attend a class or classes you are expected to contact your Class Tutor or Centre Assistant on the first day of absence.

If you would like to discuss issues which affect your attendance, contact Student Support Services to arrange a confidential appointment.

Student Transport

You should use college transport to travel between campuses and for any external classes. If you choose to use your own transport, you must be adequately insured and the college will accept no liability for any incidents involving you or any students who have chosen to travel with you.

Assessment and Academic Progress Policy and Procedures

These Policy and Procedures provide guidance to students and staff on assessment and academic progress. They cover internal and external assessment, special arrangements, HN Graded Units, merit, moderation, academic progress, deceit and progression to ensure that procedures are applied fairly and consistently and comply with the requirements of external awarding bodies.



Disclosure of Information by Students Policy & Procedures

We will ensure that enhanced disclosure checks are completed for students whose course includes contact with or placement in an organisation dealing with children, young people or vulnerable adults.

Academic Misconduct Policy

This policy gives guidance to students and staff on plagiarism (the presentation of another person's ideas or work as a student's own) and academic dishonesty (for example, copying from another student in an exam or behaving in a disruptive manner during an assessment). A breach of this policy may result in disciplinary action.

Student Appeals Policy and Procedure

You have the right to appeal decisions made under the following Policies and Procedures - Student Disciplinary, Student Attendance, Admissions, Assessment and Academic Progress, Bursaries, Disclosure, Information and Communications Technology, Complaints and other decisions based on college regulations. You should only make a formal appeal after you have exhausted informal means of resolving issues. If you wish to make a formal appeal against a college decision you should submit the appeal in writing within 5 working days of receiving notification of the decision. You should send your letter of appeal to the Director of Curriculum Strategy & Planning, Jewel & Esk College, Midlothian Campus, 46 Dalhousie Road, Dalkeith EH22 3FR. Student Support Services staff are available to support and assist students in drawing up a letter of appeal.

Student Disciplinary Policy and Procedures

The Disciplinary Policy allows action to be taken against you on the grounds of unacceptable conduct that can be either academic or behavioural, unsatisfactory performance, breach of college rules or any action which is illegal or action or behaviour that obstructs learning or threatens the security or health and safety of others.

Every effort is made to support students to modify unacceptable behaviour and a wide range of services including advice and study support is available. However, an alleged breach of college rules or policies may result in an investigation and subsequent disciplinary hearing which may result in you being suspended or dismissed.



Raising Issues and Reporting Faults

We hope you are satisfied with the services we provide. However, we operate 2 processes if you wish to raise any concerns with tutors, lecturers and managers:

- 1) A contact book at Reception where you can report faults such as lights, toilets, cleaning and breakages.
- 2) The 3Cs form – Compliments, Comments and Complaints which is available on the college website, reception areas, at Student Support Services, through the Students' Association and in the Library Learning Centres.

Making a Complaint

When things go wrong, we encourage you to tell us if you are not satisfied with the level of service we provide. We take all complaints seriously and will deal with your complaint fairly and quickly. Copies of 'Making a Complaint' are available on the college website, reception areas, at Student Support Services, through the Students' Association and in the Library Learning Centres.

Printing Allowances

You will have been given full advice about the arrangements for printing on your induction day. Just to remind you:

- You have an allowance of 25 black and white pages of printing free of charge on first joining the college (two sides of printed material equates to two pages).
- After this you will have to buy a printing allowance in advance of collecting any printed work.
- You can top-up your printing budget by at the cash office at either campus. Opening hours are:

Edinburgh: 0830 - 1630 Midlothian: 0830 - 1300 & 1345 - 1630

- Remember, although you use your student card to collect printing, you cannot top up your printing account balance through your student card account.

Student Cards

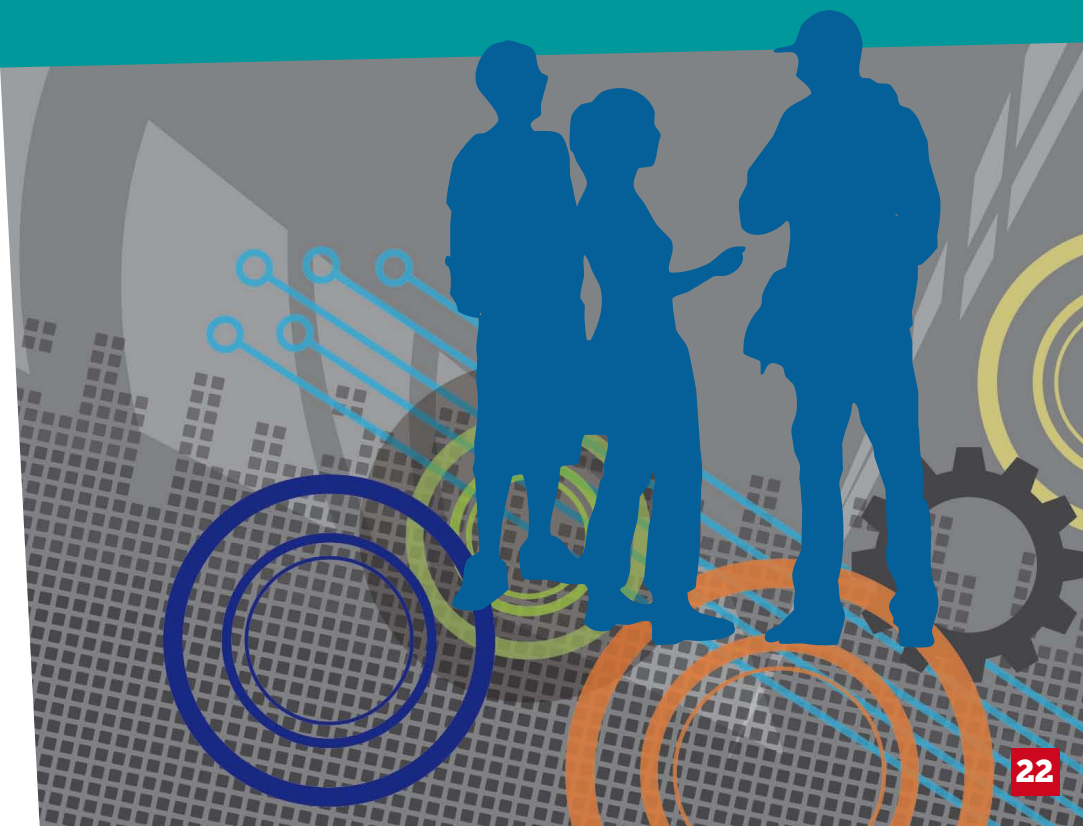
You will have been given full advice and instructions about your student card on your induction day. If you have any problems with:

- **Cash loaders – contact IT Helpdesk on 0131 344 7000**
- **Vending machines – contact Catering Team on 0131 344 7000 ext 7187**

Lockers

You will have been told all about the arrangements for lockers at your induction day. As a reminder lockers are available for the use of students who are based at the following areas:

| | |
|--------------------------|--|
| Edinburgh Campus | £5 non-refundable fee |
| The Club | £1 per usage, refundable |
| Midlothian Campus | £2.25 for padlock for Technology students |





Student Handbook

2011/12

**Congratulations - you have made a
important decision to come and study
as part of the Jewel & Esk community.
This booklet gives you information
about the college, so that you can get
the most out of your time here.**