



NAFC Seafish Student Policies

Also available in large print (16pt) and electronic format.

Please ask Student Support Officer for details.

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1. Advice and support

Student life can be difficult however there is plenty of support available to you, therefore, if you are struggling with your studies, finding things financially tough, looking for careers advice or just need someone to talk to, support services are on hand to help and provide you with advice and guidance.

Contact Caroline Hepburn, Student Support Officer at caroline.hepburn@uhi.ac.uk Tel: 01595 772216 or look here www.uhi.ac.uk/en/students/support.

1.1. Key staff and contact details

Course Leader

Mark Fullerton mark.fullerton@uhi.ac.uk

1.2. Personal Academic Tutor (PAT)

You will be allocated a PAT who will be your first point of contact for any academic or support matters. They have an overview of your attendance, progress and attainment of assessments and your final award. You will meet with them on an individual basis twice each academic year to discuss your progress and plan for future developments. They may contact you if there are any concerns about your progress on your course. If you have any queries about your course, personal or support matters which are affecting your studies, you should contact your PAT as soon as possible. They will discuss your concerns, and if necessary refer you on to the appropriate person, or specialist guidance.

Your Personal Academic Tutor is Caroline Hepburn. You can contact her on 01595 772216, or e-mail caroline.hepburn@uhi.ac.uk

1.3. Study skills

Essential Student Skills is an online set of resources designed for students of the university and contains lots of information and activities designed to help you develop the skills you need to achieve success. Topics covered include: reading, writing for assessments, note taking and time management.

Further information:

- You can access the course online at <http://induction.uhi.ac.uk>

1.4. Equality and diversity

The university is committed to equality of opportunity and non-discrimination in all aspects of its work and study. For example, all assessments will be conducted fairly and objectively with equality of treatment for students.

NAFC MC Equality & Diversity Policy

Shetland Fisheries Training Centre Trust is committed to eliminating discrimination (direct, indirect, harassment, victimisation) and encouraging diversity in all aspects of its work and study. We aim to create an environment that respects the diversity of staff and students and enables them to achieve their full potential irrespective of their gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion or age. We oppose all forms of unlawful and unfair discrimination.

All applicants, staff and students, whether part-time, full-time or temporary will be treated fairly and with respect. Selection for employment, promotion, training or any other benefit will be on the basis of aptitude and ability. All staff and students will be helped and encouraged to develop their full potential.

Our commitment:

- To create an environment in which individual differences and the contributions of all our staff and students are recognised and valued.
- Staff and students are entitled to a working environment that promotes dignity and respect to all. No form of intimidation, bullying or harassment will be tolerated.
- To provide all students with equal opportunities for assessment.
- Training, development and progression opportunities are available to all staff.
- Equality in the workplace is good management practice and makes sound business sense.
- We will regularly review our employment practices and procedures to ensure fairness.
- Breaches of our equality and diversity policy could be regarded as gross misconduct and so lead to disciplinary proceedings.
- This policy is fully supported by Senior Management.
- The policy will be monitored and reviewed annually.

All staff and students are expected to support the equality and diversity policy and also ensure that their behaviour and/or actions do not amount to discrimination or harassment in any way.

Inclusiveness

NAFC Marine Centre aim to create culture of inclusiveness among all staff and students. Inclusiveness includes supporting all protected characteristics because some of the disability may not be obvious such as all forms of mental health and Specific learning difficulties (Dyslexia, Asperger Syndrome, Dyscalculia, and Attention Deficit Disorder). Pregnancy and maternity are protected characteristics under the Equality Act 2010.

Reasonable adjustments

NAFC Marine Centre will support staff and students through practical and reasonable adjustments for personnel with protected characteristics. See Special Assessment Arrangements Procedure for further details.

Further information:

- <https://www.uhi.ac.uk/en/about-uhi/governance/policies-and-regulations/policies/equality-diversity/>

1.5. Disability matters

If you let us know as early as possible that you have a specific or additional support need, we will have more time to work with you to arrange and implement appropriate support. There is a range of support services available for students with additional needs, including the university's Additional Support Online system.

The university is validated to conduct needs assessments with students eligible to apply for Disabled Students' Allowance. If you wish to disclose a disability or additional support need or think you might be eligible for Disabled Students' Allowance you should discuss your requirements with student services staff at your home academic partner in the first instance.

Further information:

- <https://www.uhi.ac.uk/en/students/support/>

1.6. Thinking of continuing or leaving?

If your circumstances have changed and you are considering continuing to the next level, or leaving your course, be sure to speak to your PAT for advice. Advice and information is also available online.

Further information:

- <https://www.uhi.ac.uk/en/students/support/>

2. Assessment procedures and regulations

2.1. How will you be assessed?

6.1.1 Assessment methods

SQA units are assessed on a continuous basis and will involve regular assignments which will often involve work outside of class. You will be assessed using the following methods:

Case studies

Extended response questions

Log books

Multiple choice questions

Personal interviews

Practical exercises

Projects

Reports

Restricted response questions

Tests/Exam (open or closed book)

The prospect of assessment can feel rather daunting, particularly if you have not undertaken any academic study for a long time. There will be lots of support available to you including:

- Your lecturers, student advisor and course leader
- Study skills support sessions
- Individual Learning Support on a short term or on-going basis
- Resources on the university website: <http://induction.uhi.ac.uk>

Each lecturer will explain what you are required to do for each of the units you are studying. You should make sure that you understand what it is they are looking for before you begin the assessment. If you are uncertain, it is important that you ask for clarification. Persist until you are clear.

6.1.2 Formative or summative?

You may hear the terms 'formative assessment' and 'summative assessment' being used. Don't worry if you're not sure what those terms mean just now, they will become more familiar as you progress throughout your course.

Formative assessments are informal assessments set by your tutor which help to guide you and your tutor to understand how well your learning is progressing whilst you are studying a unit. The results of formative assessments should provide you with constructive feedback and help you to set learning goals.

Summative assessments are formal assessments that measure how well you have understood the required standards of a unit. The results of summative assessments will inform the outcome of your final unit and group award result.

2.2. Malpractice

NAFC MC Academic Misconduct and Malpractice Policy

Introduction

The following definitions and guidance are taken from both the UHI's Academic Standards and Quality Regulations, and the SQA Quality Assurance for Higher National and Vocational Qualifications 2015-18 which NAFC MC has agreed to abide by.

This policy/procedure is communicated by inclusion in all Student Handbooks and in the Staff Induction Process. Whenever this document is updated and approved by LTAC, all relevant staff will be informed and are responsible for familiarising themselves with the content, confirmed by their signing the QF151 Staff Policy/Procedure Receipt and Understanding Record.

Malpractice as defined within SQA guidelines means any act, default or practice (whether deliberate or resulting from neglect or default) which is a breach of SQA assessment requirements including any act, default or practice which:

- Compromises, attempts to compromise or may compromise the process of assessment, the integrity of any SQA qualification or the validity of a result or certificate; **and/ or**
- Damages the authority, reputation or credibility of SQA or any officer, employee or agent of SQA.

Many cases of academic misconduct are also considered malpractice. Some instances occur because of ignorance of SQA's criteria and procedures, or because of carelessness or forgetfulness in applying them. As this may in itself constitute malpractice, for the purposes of clarity this document covers both misconduct and maladministration.

Any suspicions of Malpractice by Students or Staff should be reported to the Academic Quality Manager who will be responsible for instigating an investigation in every instance, and ensuring the investigation and subsequent reporting is carried out in a timely manner as detailed in section 4. of this document.

For further guidance on SQA requirements for dealing with suspected cases of malpractice by students or staff see http://www.sqa.org.uk/sqa/files_ccc/Malpractice-in-internal-assessment-guidance%20.pdf

1. Student Malpractice

Academic malpractice by students will be taken to include plagiarism, cheating, collusion, falsification or fabrication, personation, or bribery as further defined below:

1.1 Plagiarism

The unacknowledged incorporation in a student's work either in an examination or assessment of material derived from the work (published or unpublished) of another.

Plagiarism may, therefore, include:

- the use of another person's material without reference or acknowledgement

- the summarising of another person's work by simply changing a few words or altering the order of presentation without acknowledgement
- the use of the ideas of another person without acknowledgement of the source
- copying of the work of another student with or without that student's knowledge or agreement
- use of commissioned material presented as the student's own.

For some specific modules / units, information and guidance relating to what may or may not constitute plagiarism will need to be made explicit to students in student handbooks or specific module / unit information. For example, use of mathematical formulae, principles or theories. The centres librarian will give advice and, if available, will give a talk to students when they commence their studies.

1.2 Cheating

A student will be deemed to be cheating as a result of any of the following:

- deliberately acquiring advanced knowledge of the detailed content of an examination or
- obtaining a copy of an 'unseen' written examination paper in advance of the date and time for its authorised release
- communicating with, or copying from, another candidate during an examination permitting another candidate to copy from his / her examination script
- being found in possession of any printed, written or electronic material or unauthorised material during an examination which may contain information relevant to the subjects of the examination
- communicating during an examination with any person other than a properly authorised invigilator or another authorised member of staff
- Copying from another candidate (including using ICT to do so)
- Using a mobile phone, MP3 player or any other unauthorised aid in an assessment/exam
- undertaking any other action with the intention of gaining an unfair advantage over other candidates.

1.3 Collusion

Collusion may exist where a student:

- is in complicity with another student in the completion of work which is intended to be submitted as either that student's or the other student's own work
- knowingly permits another student to copy all or part of his / her own work and to submit it as that student's own work.

1.4 Falsification

Falsification or fabrication of data: the presentation of data in laboratory reports, projects etc. based on work falsely presented as to have been carried out by the student; obtained by unfair means; or to present fictitious results.

1.5 Personation

The assumption of one student of the identity of another person, or permitting himself / herself to be impersonated with the intent to deceive or gain unfair advantage.

1.6 Bribery

The paying, offering or attempted exchange of an inducement for information or material intended to advantage the recipient in an assessment.

1.7 Other examples of Malpractice by a Student

- Inappropriate, offensive, discriminatory or obscene material in assessment/exam evidence
- Inappropriate behaviour during an internal assessment that causes disruption to others. This includes shouting and/or aggressive behaviour or language.
- frivolous content —producing content that is unrelated to the assessment

1.8 Prevention

On enrolment/Induction, students will be advised as to the difference between acceptable and unacceptable forms of work. Examples will be given of expected standards (and methods) of referencing and students will be encouraged to develop study techniques which allow them clearly to identify sources used and ideas acknowledged. Warnings regarding academic malpractice should be repeated prior to submission deadlines for projects, coursework and dissertations. In addition, a copy of the academic disciplinary policy and procedures, along with these guidelines, should be included in all student handbooks. The Student Induction Checklist (QF35) is signed by the student to confirm receipt/understanding of this policy & procedure.

UHI subscribes to an externally hosted software program that may be used for originality checking, anonymous marking and peer review of students' text based work. The originality checking function assists staff in assessing instances of plagiarism. The programme leader will advise students if this service will be utilised. Students should also note that formal acknowledgement of acceptance of these regulations is included as part of the enrolment process (see UHI Admissions Regulations).

1.9 Student Guidelines

A student should:

- complete their assigned work by themselves, in their own words and using their own notes, figures or rough workings (except where group work specifically forms part of the assignment)
- acknowledge fully any sources used either by means of textual notes or bibliography in a form acceptable to the programme being undertaken
- endeavour to ensure that their work is not available to copy by other students (with or without permission)
- check with programme tutor(s) if ever they are in any doubt concerning proper forms of referencing.

2. Centre/Staff Malpractice

Introduction

Any suspicions of Malpractice by Staff should be reported to the Academic Quality Manager who will instigate an investigation in every instance.

The following are just some examples of malpractice by staff. These are not exhaustive and only intended for guidance:

- Unauthorised copying and distributing of assessment/exam papers prior to use
- Assessors/invigilators giving unfair help and hints during an assessment/exam
- Assessors/invigilators allowing collusion between candidates during an assessment/exam
- Misuse of assessments, including repeated re-assessment contrary to requirements, or inappropriate adjustments to assessment decisions.
- Insecure storage of assessment instruments and marking guidance.
- failure to comply with requirements for accurate and safe retention of candidate evidence, assessment and internal verification records
- Excessive direction from assessors to candidates on how to meet national standards.
- Unfair marking/submission of results to gain a unit or qualification
- Deliberate falsification of records in order to claim certificates
- Failure of assessors/internal verifiers to follow Awarding Body requirements/regulations
- Failure of assessors/internal verifiers to declare a personal interest
- Failure to comply with SQA's procedures for managing and transferring accurate candidate data.

2.1 Prevention

- The most important tool in aiding prevention of any of the many types of malpractice is knowledge, understanding and communication.
- All staff involved with the assessment, Internal verification, or candidate registration, assessment, and certification processes will be required to familiarise themselves with this document as detailed in Section 1. The New Lecturer Induction Checklist (QF145) is signed by the staff member to confirm receipt/understanding of this policy & procedure.
- All staff involved with the assessment, Internal verification, or candidate registration, assessment, and certification processes will be required to familiarise themselves with the following Policies and procedures as appropriate to their role:
 - Staff Responsibilities for Academic Quality
 - Assessment Procedures
 - Internal Verification Procedures
 - Assessment Development and Storage
 - Conflict of Interest in Assessments Policy
 - Course Procedures for SQA Awards
 - Appeals
 - SQA Data Transfer and Data Cleansing procedure

3. When malpractice is identified or suspected

3.1 Malpractice by students

If a member of staff, or a fellow student reports a suspicion of malpractice, it will be subject to an investigation as in 4. below, with the outcome and any actions required communicated in writing. If the malpractice is confirmed, it may result in a range of possible sanctions such as having to re-sit an assessment, through to results being withdrawn by the awarding body. It may also come under the Student Disciplinary Code as potential Gross Misconduct. Therefore the student may face a further investigation under the Student Discipline Procedure which could result in further sanctions ranging from a Verbal Warning through to exclusion from the course and centre.

If malpractice is discovered or suspected during an external examination, a report must be sent to the Awarding Body by the Local Examination Secretary as per the appropriate awarding body policies and procedures.

If the malpractice involves a criminal act such as assuming the identity of another person, then this must be reported to the Awarding Body, and the Police immediately by the Academic Quality Manager.

In addition, for those qualifications that are subject to statutory regulation by SQA Accreditation or Ofqual, the Academic Quality Manager shall report any suspected case of candidate malpractice to SQA Accreditation.

3.2 Malpractice by staff

Malpractice by staff may be identified in a number of ways:

- By an awarding body EV visit
- Identified by an awarding body external exam marker
- From a “whistleblower” report to an Awarding Body, or to NAFC
- From the Internal Verification process
- From other internal or external audits

If any person reports a suspicion of staff malpractice, it will be subject to an investigation as in 4. below. If the investigation subsequently confirms malpractice by a member of staff, the Academic Quality Manager may recommend that the matter also be subject to an investigation under the NAFC Disciplinary Procedure.

All reports of Centre/Staff malpractice must be communicated to the appropriate department of SQA, or other awarding body concerned by the Academic Quality Manager.*

Where malpractice is identified in the registration, assessment or certification processes that affects the validity or authenticity of any certificates, the relevant awarding body should be immediately informed by the Academic Quality Manager*, and provided with a full report and any action taken.

In addition, if the malpractice involves a criminal act such as fraudulently claiming a certificate for financial gain, then this must be reported to the Awarding Body, and the Police immediately by the Academic Quality Manager*.

Where malpractice is suspected or identified by an awarding body, an investigation will be instigated under those awarding bodies Malpractice Procedures.

*If the suspicion of malpractice involves the AQM then the Head of Centre shall appoint a member of the Senior Management Team to assume the responsibilities of the AQM.

4. Reporting and Investigation of Suspected Malpractice Procedure

- i. The person suspecting that malpractice has occurred at NAFC MC UHI should report the incident immediately to the Academic Quality Manager*, who will be responsible for instigating, monitoring the progress of the investigation, reporting, and subsequent resulting actions and recommendations.
- ii. No qualification/award/unit results relating to the suspected malpractice shall be sent to SQA or appropriate awarding body for processing/certification until the investigation is satisfactorily concluded.
- iii. The AQM* shall conduct a formal internal investigation within 3 working days from receiving a report of suspected malpractice, reviewing assessment evidence, Interviewing candidates, concerned staff, assessors & verifiers as appropriate. Signed statements from witnesses, copies of pertinent student work, assessment & verification records should be obtained as required.
- iv. A QF152 Malpractice Investigation Report Form shall be completed giving full details of the suspected malpractice, qualification/unit, candidate(s), and/or staff concerned.
- v. The AQM* will summarise the findings of the investigation on the QF152 Including any recommendations of sanctions to be applied, and any further action to be taken i.e from re-sitting an assessment to informing the awarding body or recommendations to instigate student or staff disciplinary proceedings under gross misconduct.
- vi. The investigation and completion of the QF152 should be completed within 5 working days from receipt of a report wherever possible in order to ensure currency and accuracy of evidence and any personal statements.
- vii. The AQM* shall notify all persons involved of the findings in writing as reported on the QF152 where they will be given the opportunity to comment or appeal (see section 5. below) within 5 working days of receipt.
- viii. If the investigation shows confirmed malpractice relating to the validity of qualification/award/unit results or certification previously sent to SQA or relevant awarding body. The AQM* shall immediately inform that awarding body.

Note:

It is recognised that under certain circumstances, the achievement of the above actions with a specified timescale may not always be possible. Where this occurs, and for actions with no specified timescale, those actions should be completed as quickly as is reasonably and practicably possible.

Additional actions

Any suspected cases of centre malpractice must be reported to SQA or the appropriate awarding body by the Academic Quality Manager*.

If the malpractice involves a criminal act such as assuming the identity of another person, or fraudulently claiming a certificate for financial gain then this must be reported to the Awarding Body, and the Police immediately by the Academic Quality Manager*.

In addition, for those qualifications that are subject to statutory regulation by SQA Accreditation or Ofqual, the Academic Quality Manager* shall report any suspected case of candidate malpractice to SQA Accreditation.

* If the suspicion of malpractice involves the AQM then the Head of Centre shall appoint a member of the Senior Management Team to assume the responsibilities of the AQM in this procedure from i. above.

5. Appeals against a malpractice investigation outcome

Candidates and staff have the right to appeal a malpractice decision against them.

If you wish to make an appeal, this should be made in writing within five working days from receipt of the decision and sent to:

The Interim Joint Principal
NAFC Marine Centre UHI
Port Arthur, Scalloway
Shetland, ZE1 0UN

- The appeal will be formally acknowledged within three working days.
- Within 15 working days of receiving the above acknowledgement, you will receive from the IJP (or his/her nominated representative) a full reply to which your appeal refers.
- In addition NAFC MC UHI have the right to appeal a decision where a case of reported malpractice by the centre has been confirmed through investigation by SQA or appropriate awarding body..
- NAFC MC UHI also have the right to appeal a decision in the case of suspected malpractice by a candidate reported by the centre to SQA or appropriate awarding body.
- Candidates have the right to appeal to SQA or appropriate awarding body, where:
 - NAFC MC UHI has conducted an investigation, the candidate disagrees with the outcome and has exhausted the centre's appeals process,
 - SQA, or appropriate awarding body, has conducted an investigation and the candidate disagrees with the decision.

For regulated qualifications (SVQ's, CBQ's etc) only:

Candidates and NAFC MC UHI have the right to request a review by the appropriate regulator (SQA Accreditation or Ofqual) of the awarding body's process in reaching a decision in an appeal of a malpractice decision for qualifications subject to regulation.

6. Retention of Records

Any records of suspected malpractice investigations including the QF152, candidate assessment and verification evidence and records and any other related documentation shall be retained for a period of three years.

Where the investigation involves a criminal prosecution or civil claim, records and documentation shall be retained for a period of six years. If there is any doubt about whether criminal or civil proceedings will take place, all records, evidence and documentation should be kept for the full six year period.

In the case of an appeal to SQA or other awarding bodies against the outcome of a malpractice investigation, assessment records must be retained for a period of five years.

Further information:

- www.uhi.ac.uk/en/libraries/how-to
- Academic Standards and Quality Regulations Appendix G: Academic misconduct

2.3. Feedback on assessment

Feedback is the information you receive about your assessment by the assessor (your lecturer for that unit). Your work will normally be marked and feedback given within 15 working days from the date of submission. If this is not possible, you should be told when your assessment feedback will be returned.

Feedback provides you with information about what you have done well in your submission (the strengths), what is not good about your work (the weaknesses) and what you can do to improve your work. This is sometimes referred to as feed-forward because it shows you how to move on.

Feedback may tell you whether you have understood the subject, whether you have answered the question and whether you have written your work appropriately. Feed-forward will tell you to pay attention to certain aspects of your work. This may be about gaps in knowledge that have to be filled, it may be a lack of understanding that needs you to revisit some course content or improve your reading. It could be advice to take support with writing skills or improve your referencing technique.

You may receive feedback in a variety of ways including:

- verbal feedback from your lecturer;
- written feedback in the form of a checklist and an extended narrative.

Please make sure you ask your lecturer about any feedback you don't understand. It is important that you use your feedback to improve your understanding of the subject you are studying and what is expected by each mode of assessment.

Further information:

- Assessment feedback and feed forward policy: www.uhi.ac.uk/en/about-uhi/governance/policies-and-regulations/policies/assessment-feedback-feedforward-policy-and-guidance/assessment-feedback-feedforward-policy/view
- <http://induction.uhi.ac.uk/Assessment>

2.4. Mitigating circumstances

There may be times when you cannot complete assessments to the best of their ability, are unable to attend an examination, or are unable to meet an assessment deadline due to adverse circumstances beyond your control e.g. illness or a serious accident at the time of assessment. As a result, students can request that these circumstances are taken into consideration by the university. Submitting a request does not automatically guarantee that it will be accepted.

Further information:

- Please see your PAT or Course Lecturer

2.5. Results

Your result for each assessment is recorded as pass or fail. If you do not pass your assessment at the first attempt you will be given one resit opportunity. You must pass all assessments for each unit in order to achieve that unit.

Reports and assignments must be handed in not later than two weeks after the completion of the formal teaching of that unit, or by a date advised by your lecturer.

Failure to keep to these deadlines may mean that the unit is resulted as a Fail.

For HE students, your result for your Graded Unit is recorded as A, B, C or Fail. If you do not pass your Graded Unit assessment at the first attempt you will be given one resit opportunity.

2.6. Appealing an assessment result

A student may wish to appeal against a result notified to him/her by a member of lecturing staff, or against a decision of a progression board. This will normally only be considered on the following grounds:

- that a student's performance was adversely affected by illness or other factors which they were unable or, with valid reason, unwilling to divulge, to their lecturer prior to undertaking an assessment, or not made known to the programme progression board when it made its decision about the student. The student's

appeal must be accompanied by documentary evidence acceptable to the senior manager who considers the appeal in the first instance

- that evidence is produced that there was material administrative error, or that the assessment process was not conducted in accordance with the programme regulations
- that evidence is produced that some other material irregularity has occurred.

NAFC MC UHI SQA Vocational and FE/HE Academic Appeals Procedure

All candidates and assessors will be made fully aware of the appeals procedures and how it operates during their induction to NAFC Marine Centre UHI, and included in all student handbooks.

A candidate can at all stages, refer to the Student Support Officer for help and guidance through the process.

1. Stage 1 of an appeal against an assessment decision should be made by the candidate to the assessor at the earliest opportunity, e.g. during the feedback session if not before, but within 3 days of receipt of the assessment decision. A full and confidential discussion will be held with the assessor in order to try and obtain a mutually acceptable resolution.

2. If the matter cannot be resolved between the candidate or the assessor, or if the candidate feels unable to approach the assessor directly, Stage 2 of the appeals process is for the candidate to contact the Internal Verifier of the award/unit in question. This may be either verbally or in writing, as quickly as possible, but certainly within three days of the appeal arising. The candidate can obtain the name and contact details of the Internal Verifier from the Assessor, Section Head, Academic Quality Manager, or Student Support Officer.

3. The Internal Verifier will undertake to investigate and discuss the matter with both the candidate and assessor individually and communicate the appeal decision in writing to the candidate within five working days. A copy of the decision letter and any relevant documentation shall be placed in the Students File.

4. If the candidate's appeal cannot be resolved at the informal levels of assessor (Stage 1) and internal verifier (Stage 2), the candidate should raise a formal appeal to the NAFC MC UHI Academic Quality Manager (Stage 3). This should be either in writing or by e-mail within 10 days of the student receiving the assessment decision from the assessor. The Student Support & Guidance Officer can be contacted for assistance in this process, and for contact details of the Academic Quality Manager.

5. Your complaint will be formally acknowledged in writing within three working days.

6. The Academic Quality Manager will carry out a full investigation of the appeal and a report of the findings prepared.

7. Within 15 working days of receiving the acknowledgement of your appeal, you will receive from the Academic Quality Manager a full written response detailing the key findings of the appeals investigation and final decision.

8. For non-regulated qualifications i.e SFW, NC, HNC and HND the decision outcome from Stage 3 is final. SQA will not accept internal assessment appeals for these qualifications.

9. If the candidate is still dissatisfied with the outcome of the Stage 3 appeal and is undertaking a regulated SQA SVQ award, then the final stage of the appeals process is for the appeal to be raised with either:-

- SQA the awarding body
- SQA Accreditation and/or Ofqual if you feel that the centre and/or SQA (awarding body) have not dealt with your appeal appropriately.

10. SQA Accreditation and/or Ofqual cannot overturn assessment decisions or academic judgements but may investigate the effectiveness of the centre and/or SQA's appeals process and require corrective action.

11. The NAFC MC UHI Academic Quality Manger will provide details of who the candidate should contact at SQA.

Retention of records

In the case of an appeal to SQA against an internal assessment result in a regulated qualification, NAFC MC UHI will retain records, including all materials and candidate evidence, until the appeal has been resolved. Thereafter, assessment and internal verification records for appeals cases should be retained for five years.

Further information:

- [UHI Academic Standards and Quality Regulations Section 18A: Assessment appeals procedure \(SQA and other awarding bodies\).](#)

3. Student Behaviour

All students attending college are expected to behave appropriately. The College's Disciplinary Code (following) clearly outlines types of behaviour that are unacceptable. Any disorderly conduct will be disciplined – this essentially consists of a verbal warning from the lecturer informing you that your behaviour is unacceptable. If unacceptable behaviour continues you will be subject to the Centre's Disciplinary Procedures.

Please read the following Disciplinary Code and Disciplinary Procedures to ensure you understand what is expected from a student at NAFC MC UHI.

Introduction:

Students are required to read the Disciplinary Policy and Code, and Acceptable Use Policy relating to computing facilities, Academic Misconduct & Malpractice Policy, and to sign the Student Induction Checklist to indicate understanding and acceptance of the Code and Policies. These documents will be issued at enrolment to all students.

Student Disciplinary Code

It is a breach of the Shetland Fisheries Training Centre Trust Disciplinary Code for any student attending NAFC Marine Centre UHI to intentionally:

1. Obstruct or hinder teaching, study, administration or recreational activities. This includes obstructing or hindering any member of staff or any officer of the Students' Association in carrying out her/his duties.
2. Cause damage to any property belonging to the Trust, the Students' Association, staff, students or visitors to the campus.
3. Make use of any unfair means or practical deceit, or assist another student to behave in this way, during any assessment, examination or in the carrying out of an assignment conducted by the Centre.
4. Use illegal drugs or consume alcohol on any part of the NAFC Marine Centre campus.
5. Take part in any class or make use of any Trust facility whilst under the influence of alcohol or any other substance, to the extent that it is believed to be to the detriment of her/his appropriate response or behaviour.
6. Consume alcohol at any time during the college day prior to taking part in practical activities.
7. Abuse, threaten, assault or seriously endanger the health and safety of any Trust employee, officer of the Students' Association, student or visitor to the campus.
8. Cause wilful serious damage, steal any property belonging to the Trust, the Students' Association, staff, students or visitor to the campus, or attempt to defraud the Trust of any monies.
9. Break any condition of the Trust's Acceptable Use Policy for the use of computer equipment.
10. Intentionally plagiarise by copying someone else's work without acknowledging appropriately.

11. Engage in unwanted conduct against any Trust employee, officer of the Students' Association, student or visitor to the campus, which violates that person's dignity, or creates an intimidating, hostile, degrading, humiliating or offensive environment for that person.

12. Victimise or discriminate against any Trust employee, officer of the Students' Association, student or visitor to the campus, on the grounds of gender, race, disability, age, sexual orientation or religious belief.

13. Bully or harass any Trust employee, officer of the Students' Association, student or visitor to the campus.

The above list is not exhaustive and includes any other breach of discipline. Students must adhere to the activities listed above both within and outwith the Trusts premises. Students must not bring into disrepute the reputation of the Trust.

Items 4, 7, 8, 11 and 12 will normally be seen as a gross breach of discipline and, even though the student has not previously been given a disciplinary warning, may result in the student losing the privilege of studying at the Centre and having any further access to Trust premises.

A criminal conviction or other unacceptable conduct, which is in the opinion of the Interim Joint Principal or his representative causes the student to be unsuitable to continue his/her studies at the college, whether or not the conduct occurred on the Trust premises, will be seen as a gross breach of discipline and will be treated as such.

Student Disciplinary Procedure

It is the Trusts policy to deal fairly with students who are reasonably believed to have committed a breach of discipline. In all cases the alleged breach will be investigated thoroughly, as appropriate. Minor breaches may be dealt with informally; more serious breaches will be recorded and dealt with formally in line with the formal procedure below.

Responsibilities

Lecturer/Instructor

In the first instance, the member of staff responsible for the group of students at the time of the breach of discipline, will deal with minor breaches of the disciplinary code. More serious or repeated breaches will be referred immediately to the Head of Section.

Head of Section

Each Head of Section has disciplinary responsibility for the students registered with the Section.

Central Support

Securely hold all disciplinary records

Chair of Learning, Teaching & Assessment Committee (LTAC)

The disciplinary committee, if required, will be chaired by the Chair of LTAC, or his/her nominee.

Interim Joint Principal

The Interim Joint Principal will hear any appeal along with two members of staff not connected to the incident. The outcome of the appeal is final.

Procedure

Breaches of the Student Disciplinary Code will result in the following:

Stage 1:

A formal oral warning, which will be recorded, given by the Head of Section, or a nominee if appropriate. This will be shared with the training/sponsor/employing company if the student in question is a cadet or a Modern Apprentice.

Stage 2:

Continued breaches in a similar vein will result in a written warning, which will again be recorded by the Head of Section. Again, this will be shared with training/sponsor/employing company if the student in question is a cadet or a Modern Apprentice.

Stage 3:

If the actions continue, the matter will be referred to the Chair of LTAC who will convene a disciplinary committee, and appoint an Investigating Officer as required. This may result in a final written warning or expulsion.

Note:

Serious breaches of the code (items 4, 6, 7, 8, 10 and 11) may result in suspension pending an investigation and hearing of a disciplinary committee.

The disciplinary committee will comprise the Chair of LTAC, or his/her nominee, and two other members of LTAC not connected with the incident.

It should be noted that depending on the breach of discipline, any one of the stages of the procedure can be given to a student. It is not necessary to go through each level of the procedure, in short any punishment will be proportionate to the offence.

To ensure fairness the following procedure will take place:

- the disciplinary hearing will, whenever possible, be held within 7 working days of the incident having taken place;
- the student will receive details of the meeting and the reasons why it is taking place;
- the student may choose not to attend in person, in which case the meeting will take place in her/his absence;
- the student may be accompanied by a fellow student, the Student Representative or the Student Support Officer;

- the chair of the disciplinary committee must be informed if the student is to be accompanied;
- all of the proceedings at the disciplinary hearing will be treated confidentially;
- if the student is dissatisfied with the result of a disciplinary hearing s/he has the right to appeal to the Interim Joint Principal;
- the Interim Joint Principal will arrange for an appeals committee comprising of two members of staff not connected with the incident.

Appeals

A student may appeal against any disciplinary action taken against him/her. Appeals will only be considered on the following grounds:-

- That the Student Disciplinary Procedure was not followed correctly;
- That there was prejudice and/or bias on the part of the Head of Section, Chair of LTAC or the investigating officer which affected the verdict;
- That the penalty imposed was disproportionate to the offence;
- That there is new evidence which could not have been made reasonably available to the original disciplinary hearing.

Appeals must be made in writing, within five working days of the disciplinary action being given, and must state the grounds on which the appeal is being made. In the case of a warning given by a Head of Section, the appeal should be made to the Chair of LTAC, or where a warning has been issued by the Chair of LTAC, the appeal should go to the Interim Joint Principal.

Records

It is important that, at all stages of the disciplinary procedure, the relevant information is recorded on the student file. Additionally, a copy of all disciplinary warnings must be passed on to the Head of Central Support Services. It is the responsibility of the member of staff issuing the warning to ensure that this is done. Records of the investigation and proceedings of the disciplinary committee will remain confidential except to those taking part in the disciplinary procedure.

Port Arthur House Students

Students staying in Port Arthur House must be aware of, and follow, the rules of Port Arthur House which are explained at induction and are available from Port Arthur House reception. The Disciplinary procedure if these rules are breached is the same as outlined above, with that student's Head of Section, or their nominee, able to issue formal oral and written warnings. Members of staff responsible for Port Arthur House will issue informal warnings where appropriate. The Trust may also ask any student to leave Port Arthur house if they breach the rules.

Evaluation/Review

The student discipline policy and code will be reviewed periodically by the senior management team and LTAC.

4. Bullying

Bullying is a form of emotional and psychological abuse – it is unwanted conduct which leaves people feeling helpless, frightened, anxious, depressed or humiliated.

Bullying includes harassment and bullying behaviours might include:

- Verbal – name calling, teasing, putting down or threatening
- Emotional – ignoring, leaving out or spreading rumours
- Physical – hitting, tripping, kicking
- Criminal – stealing and damaging belongings
- Cyber Bullying – sending abusive text, e-mail or instant messages
- Intimidation – making people feel like they are being bullied or fearful of being bullied
- Discrimination – targeting someone because of who they are or are perceived to be

At NAFC Marine Centre we will support people to speak out against bullying - including those being harmed, those witnessing bullying and those who may be bullying others. We hope our students will have the confidence and ability to speak up, speak out and seek help.

Contact the Student Support Officer or any member of the lecturing staff with confidence that you will be taken seriously.

Bullies are dealt with firmly at the NAFC Marine Centre UHI

5. Use of Mobile Phones

As a matter of simple courtesy and good manners towards Lecturers and fellow students you should to turn off your mobile whilst in the classroom. In the event that you are expecting an important call, please inform your lecturer prior to the class.

For safety reasons mobile phones are not allowed to be used in the workshop.

If these requests are ignored you may be subject to the College's Discipline Procedures.

6. ICT

Acceptable Use of ICT Policy

The following document is relevant to all users of the computing facilities operated by the Shetland Fisheries Training Centre Trust (the Trust):

- NAFC Campus Local Area Network (LAN);
- The University of the Highlands and Islands Wide Area Network (UHI WAN) and;
- the Joint Academic NETwork (JANET);
- or any part of it, hereinafter referred to as the 'network'.

Please read it carefully and make sure that you fully understand it.

Acceptable Use

1.1 Anyone found violating any section of this policy, deliberately offending or wasting the time of others will have their network and e-mail accounts disabled either temporarily or permanently and, where appropriate, action will be taken under the disciplinary procedure.

1.2 Anyone who feels unable to abide by the rules laid down in this document should contact the ICT Helpdesk on 72225 and ask to have their accounts removed.

1.3 Subject to the following paragraphs, the network systems indicated above may be used for any legal activity that is in furtherance of the aims and policies of the Shetland Fisheries Training Centre Trust.

Note: *The networks are maintained for the sole purpose of supporting teaching, learning and associated Trust activities.*

Unacceptable Use

The Network may not be used for any of the following:

2.1 The creation or transmission (other than for properly supervised and lawful research purposes) of any offensive, obscene or indecent images, data or other material, or any data capable of being resolved into obscene or indecent images or material.

2.2 The creation or transmission of material, which is designed or likely to cause annoyance, inconvenience or needless anxiety to others.

2.3 The creation or transmission of defamatory material.

2.4 The transmission of material such that this infringes the intellectual property rights of another person, including copyright, trademark, patent, design and moral rights.

2.5 The transmission of unsolicited commercial or advertising material either to other User Organisations, or to organisations connected to other networks, save where that material is embedded within, or is otherwise part of, a service to which the member of the User Organisation has chosen to subscribe.

2.6 Deliberate unauthorised access to facilities or services accessible via the network.

2.7 Deliberate activities with any of the following characteristics:

- Wasting staff effort or networked resources, including time on end-user systems accessible via the network and the effort of staff involved in the support of those systems.
- Corrupting or destroying other users' data.
- Violating the privacy of other users.
- Disrupting the work of other users.
- Using the network in a way that denies service to other users (for example, deliberate or reckless overloading of access links or of switching equipment).
- Continuing to use an item of networking software or hardware after being requested that use cease because it is causing disruption to the correct functioning of the network.
- Other misuse of the network or networked resources, such as the introduction of 'viruses'.
- Where the network is being used to access another network, any abuse of the acceptable use policy of that network will be regarded as unacceptable use of the network.
- Unauthorised changing of hardware and software settings on any ICT and network equipment will result in disciplinary action.

Compliance

3.1 It is the responsibility of the Network User to take all reasonable steps to ensure compliance with the conditions set out in this policy document, and to ensure that unacceptable use of the network does not occur.

3.2 All users of the network are required to:

- Adhere to the terms of the policy.
- Report to the Trust Helpdesk (72225) any violation of this policy.
- Be diligent in their efforts to prevent ingress of viruses into the network.
- Report to the Trust Helpdesk (72225) anything that concerns the fitness of a file or a program on the network.

3.3 Where necessary action will be taken under the disciplinary procedure, in addition service may be withdrawn from the user. This may take one of two forms:

- An indefinite withdrawal of service, should a violation of these conditions persist after appropriate warnings have been given. Such a withdrawal of service would only be made on the authority of the Interim Joint Principal. Restoration would be made only when the Interim Joint Principal is satisfied that the appropriate steps had been taken to ensure acceptable behaviour in future.

- A suspension of service should a violation of these conditions cause serious degradation of the service to other users of the network. Such a suspension would be made on the judgement of the Interim Joint Principal, and service would be restored when the cause of the degradation of service to others had been removed.

3.4 Where violation of these conditions is illegal or unlawful, or results in loss or damage to Shetland Fisheries Training Centre Trust (or its associated companies), the UHI resources or the resources of third parties accessible via the network, the matter may be referred for legal action.

User Responsibilities

4.1 It is preferable for misuse to be prevented by a combination of responsible attitudes to the use of the network resources on the part of users and appropriate disciplinary measures taken by the Trust. In particular:

- No unauthorised removal of any equipment from computer areas.
- No unauthorised software or hardware is to be installed on the network or equipment connected to the network.
- User accounts will be created with a finite amount of space and the user is responsible for managing this space.
- No consumption of food or drink within the ICT areas.

Network Usage Affirmation

5.1 Each user of the network undertakes not to hold the Trust (or its associated companies) responsible for:

- The fitness of files or programs downloaded from the network or any third party network system, or any subsequent damage or loss incurred while using such a program or file.
- Providing warranties of any kind
- Any material contributed by a user of the network, which is defamatory, or offensive to, another user.

Account Security

6.1 To ensure account security each user should adhere to the following:

- Set your password and keep it a secret.
- Do not allow anyone else to use your network account.
- Users will be held personally responsible for the contents of their network account data space.
- Do not store illegal or offensive materials in this area as it could lead to account suspension or disciplinary action taken.
- Always remember to logout before leaving your machine.

Internet Use

7.1 Access to the internet for purposes other than work or education is a privilege and not a right and may be restricted or even withdrawn from any user, regardless of status, if it is abused.

7.2 The main two areas where immediate action will be taken are where the user is accessing offensive material or the user is on a chat line/room. In the case of offensive material, if the material is of an illegal nature the Trust will inform the police immediately. Other breaches of this rule will be treated on an individual basis.

E-mail Use

General Principles

- Use of email by Trust employees is permitted and encouraged where such use is suitable for business purposes and supports the goals and objectives of the Trust and its activities. Email is to be used in a manner that is consistent with the Trust's standards of business conduct and as part of the normal execution of an employee's role and responsibility.
- Trust email accounts are to be used for Trust business however limited personal use is acceptable.
- The Trust will directly access staff email accounts in the pursuit of an appropriately authorised legal or disciplinary investigation.
- Use of email may be subject to monitoring for security and/or network management reasons. Users may also be subject to limitations on their use of such resources
- The distribution of any information through the Trust's network is subject to the scrutiny by the Trust. The Trust reserves the right to determine the suitability of this information.
- The use of computing resources is subject to UK and Scottish law and any illegal use will be dealt with appropriately. For example the Police can have a right of access to recorded data in pursuit of a crime.
- Email messages are treated as potential corporate messages of the organisation.
- The Trust reserves the right to redirect the email of staff that have left for legitimate business purposes. Users are responsible for ensuring personal emails are stopped.
- Personal emails must be placed in a folder called "Personal". All other email folders are the property of the Trust.

Unacceptable Use or behaviour:

It is unacceptable to;

- Solicit emails that are unrelated to business activities or for personal gain
- Send or receive any material that is obscene or defamatory or which is intended to annoy, harass or intimidate another person
- Represent personal opinions as those of the Trust
- Upload, download or otherwise transmit commercial software or any copyrighted materials belonging to parties outside of the Trust, or the Trust itself
- Reveal or publicise confidential or proprietary information which includes, but is not limited to financial information, databases and the information contained therein, computer network access codes, patient information and business relationships
- Waste time on non-Trust business

Users should:

- Keep emails brief and use meaningful subject lines
- Re-read messages before sending to check for clarity and to make sure that they contain nothing which will embarrass the organisation or make it liable
- Understand how to use - and don't mismanage - CC and BCC: only CC in people that really need to receive the email
- Use file compression techniques for large documents or send them using an alternative method
- Archive effectively - use folders and delete any messages you no longer need
- Don't overuse the "URGENT" flag as it will lose its value
- Never reply to spam
- Avoid using email for sensitive or emotional messages or offensive content
- Take care in drafting emails, taking into account any form of discrimination, harassment, University representation, and defamation of Data Protection issues.
- Staff Emails are a form of corporate communication and therefore should be drafted with the same care as letters.
- Users should be careful when replying to emails previously sent to a group.
- Ensure your terminal is locked or logged out when you leave your desk, a malicious user could send messages in your name.
- Avoid 'Mail Storms' - long discussions sent to a distribution list - consider verbal communication or use a bulletin board.

Monitoring

The Trust accepts that the use of email is an extremely valuable business, research and learning tool. However misuse of such a facility can have a detrimental effect on other users and potentially The Trust's public profile. As a result;

- The Trust maintains the right to access user email accounts in the pursuit of an appropriately authorised investigation
- The specific content of any transactions will not be monitored unless there is a suspicion of improper use
- The Trust is obliged to monitor to fulfil our responsibilities with regard to UK law and the JANET Code of Conduct
- Following investigation, disciplinary action may be taken against staff as appropriate by the relevant Head of Department, which may include restriction or loss of access to ICT systems.

Copyright

9.1 Copyright regulations (in particular, the Copyright, Designs & Patents Act, 1988) also apply to using the Internet and other electronic resources e.g. CD-ROM or online databases therefore the following paragraphs must be adhered to.

9.2 The Internet is subject to copyright and permission must be sought before making a copy or printout of any text, image, video clip or sound file contained on a web page. Check the copyright notice on the web page - if permission to copy is not given, the web master should be contacted.

9.3 Good practice requires that prior permission is sought from the web site owner before hyperlinking to that site.

9.4 Multiple copies of any information must not be made without prior permission.

9.5 Electronic databases and e-journals (e.g. Infotrac and Technical Indexes) to which the Trust subscribes have different rules for copying –license agreements must be checked prior to use.

9.6 Application sharing using a program utility (such as Microsoft NetMeeting) does not absolve the remote party from having to maintain a locally-licensed copy of the software in question, if they are not already covered by the terms of an existing licence.

Software Licenses

10.1 The use of unlicensed software across Trust activities by staff, students and others is not acceptable and will not be permitted. Share or freeware may be acceptable providing that it is used within any terms and conditions laid down by the owners/suppliers.

10.2 All software used across the Trust by its staff, students and others must be registered with ICT staff and used within the terms conditions of its license. ICT staff reserve the right to remotely check software installed on any machine attached to the Trusts network for the purposes of auditing software licenses.

10.3 Copies of software provided to staff for home use under the terms of the Microsoft Campus Application Licence agreement are the responsibility of the member of staff holding them. They must not, under any circumstances, be passed on/lent to or copied for a third party, and must be destroyed when the member of staff leaves the employment of the Trust.

10.4 No piece of software or application may be copied either wholly or in part.

User access

11.1 Each user's access to the network is at the discretion of the Director. Violation of this acceptable use policy may result in the user being denied access, regardless of status.

11.2 Student users of the Network must read and sign below that they accept the terms of this policy.

11.3 Staff employed by the Trust are required to accept and abide by this policy as part of their conditions of employment. Failure to comply with this policy will result in disciplinary action.

7. Student Complaints and Responsibilities

NAFC MC UHI and the university operates under the principles issued from the Scottish Public Services Ombudsman. These principles are that the policy and process should be accessible, fair, flexible, confidential, clear, and timely. Complaints that arise through this process are monitored and mechanisms are in place to identify and apply any lessons that have been learnt from the complaints. Staff who deal with the complaints process have the necessary authority and management support to carry out the process effectively. If you decide to make a complaint in good faith you will not be disadvantaged in your programme of study regardless of the outcome of the complaint.

NAFC MC UHI Customer Care Statement and Complaints Policy and Procedure

Customer Care Statement

The Shetland Fisheries Training Centre Trust is committed to improving its standards and welcomes comments, whether positive or negative, from all its customers and stakeholders. A complaints procedure is a key element in the Trust's approach to customer care. By following a complaints procedure the Trust can maintain and improve the quality of its service to customers and stakeholders by identifying where mistakes and genuine grievances have arisen so that these are rectified and that similar circumstances do not re-occur.

What is a Complaint?

For the purpose of this procedure, a complaint may be defined as:

'an expression of dissatisfaction by one or more individuals about the standard of service, action or lack of action by or on behalf of the SFTCT.'

It is important to note that dissatisfaction or disagreement with an academic assessment decision is not classed as a complaint, this should be progressed through the Appeals procedure.

Who should the complaint be made to?

A complaint can be received by any member of staff. They will record the complaint, and if it relates to another area of SFTC not in their control will immediately pass the details to an appropriate person. Further details can be found in the Customer Complaints Procedure below.

Anonymous Complaints

Complaints submitted anonymously will be considered if there is enough information in the complaint to enable the Trust to make further enquiries. If however, an anonymous

complaint does not provide enough information to enable us to take further action, we may decide not to pursue it further.

Complaints by Students

SFTCT recognises that students may find it daunting to lodge a complaint directly to the member of staff they are dealing with, therefore a student or group of students who have a complaint can choose to raise the issue themselves with the Trust's Student Support Officer, the Section Leader/Course Co-ordinator of their programme, or be represented by their elected student representative.

This information is included in all Student Handbooks, and is discussed during the induction process to ensure all students have access to a complaints procedure.

For University of the Highlands and Islands (UHI) students, or for those with a UHI related complaint, an additional UHI Customer Complaints Process is available. Full details can be found on the UHI website:- <https://www.uhi.ac.uk/en/students/support/complaints>

Customer Complaints Procedure

Stage 1

1. In the first instance please raise your complaint informally with the member of staff you are dealing with at that time. If this is difficult i.e it is that person you have an issue with, any other member of staff can be initially contacted. Complaints at this stage may be made face-to-face, by phone, in writing or by email.

2. The member of staff to whom the complaint has been notified shall complete QF158 - Stage 1 Frontline Complaint Form: Part A, and either deal with the complaint themselves if possible, or pass to the appropriate Line Manager.

3. We always aim to try to satisfactorily resolve most complaints informally within 5 working days. But will attempt to address them immediately at the time and place they are made. Resolution may be achieved by providing an on-the-spot explanation of why the issue occurred, and/or an apology and, where appropriate what further action will be taken to rectify the issue and what will be done to stop this happening in the future.

4. Resolution of the complaint will be detailed on the QF158: Part B, and a copy given to the complainant. Copies will also be sent to the relevant Head of Department and to the Head of Central Support Services for trend analysis and reporting purposes.

5. If you are unhappy with the outcome of Stage 1, or the manner in which your complaint was handled, you should escalate the matter to Stage 2. In addition, if you think the matter

is too serious or feel unable to raise it informally as detailed above, you can go directly to Stage 2.

Stage 2

6. If you wish to make a formal complaint. Please put your complaint in writing and send it to:

The Interim Joint Principal
NAFC Marine Centre UHI
Port Arthur, Scalloway
Shetland, ZE1 0UN

7. All formal complaints received will be fully investigated.

8. Your complaint will be formally acknowledged in writing within three working days.

9. An appropriate member of staff will be appointed as Investigating Officer to carry out a full enquiry into the complaint. A report of their findings summarised using a QF159 -Stage 2 Investigation of Complaint Record: Part A, along with any supporting documentation will be copied to the Interim Joint Principal (or his/her nominated representative) for completion of QF159: Part B, and the Head of Central Support Services for completion of QF159: Part C.

10. Within 15 working days of receiving the acknowledgement of your complaint, you will receive from the Interim Joint Principal (or his/her nominated representative) a full reply to which your complaint refers.

11. If you are unhappy with the response from the Interim Joint Principal (or his/her nominated representative) you can appeal in writing to the Chair of the Board of Trustees at the address above. Your letter will be acknowledged within three working days and will contain information on the timetable involved in dealing with your complaint, as it may be referred to the next meeting of the full Board of Trustees.

12. The decision taken by the Chair of the Board of Trustees is final.

13. The Scottish Public Services Ombudsman (SPSO) is the final stage for complaints about public services in Scotland. This includes complaints about Scottish colleges. If you remain dissatisfied with SFTCT after its complaints process, you can ask the SPSO to look at your complaint. The SPSO cannot normally look at complaints:

- where you have not gone all the way through the SFTCT's complaints handling procedure
- more than 12 months after you became aware of the matter you want to complain about, or

- that have been or are being considered in court.

Full details can be obtained from the website:-

<http://www.spsso.org.uk/how-complain-about-public-service>

Additional information for Students only

I. When making a complaint, at all stages you can contact the Student Support Officer for confidential and impartial advice, ie how to construct a formal letter of complaint.

II. If you have exhausted the NAFC MC UHI complaints procedure and are still unhappy with the outcome you can complain to the Scottish Public Services Ombudsman (SPSO). Full details can be obtained from the website:-

<http://www.spsso.org.uk/how-complain-about-public-service>

III. Candidates on SQA qualifications also have the right to complain to SQA Awarding body. SQA will only consider your complaint if you have already gone through all stages of NAFC MC UHI's complaints procedure and remain dissatisfied with the outcome, or the way in which we handled your complaint.

SQA **will** deal with complaints about:

- Assessment - in the broadest sense, including the conduct of, preparation for and environment for assessment .
- Dissatisfaction with the way in which the centre handled the complaint.

SQA **will not** deal with complaints about:

- Appeals against assessment decisions (use Appeals Procedure as detailed in your Student Handbook).
- Complaints about the wider experience of being a candidate (eg support services, funding, facilities).

For further information see Customer Complaints and Feedback page on SQA website:

<http://www.sqa.org.uk/sqa/25071.html>

IV. Candidates undertaking SQA regulated awards eg SVQ2/3 Aquaculture, who have already gone through all stages of NAFC MC UHI's complaints procedure and still remain dissatisfied with the outcome, can complain to SQA Accreditation or Ofqual. Details of how to do this can be obtained from the Academic Quality Manager.

V. Candidates undertaking other awarding body qualification courses such as EAL and RYA also have the right to complain to them, and/or Ofqual (if on a regulated award such as

an SVQ) when still dissatisfied with a complaint outcome. Please contact the Academic Quality Manager for details.

Monitoring and Review

Customer complaints are logged and monitored by the Head of Central Support Services and reported to the Senior Management Team. This will enable any areas of concern, or trends in categories of complaints to be identified and any appropriate actions to correct this to be implemented.

12. Expectations

The terms and conditions letter you received when you joined sets out what you can expect from the university and what the university expects from you. In addition it is extremely important that you read our policies and regulations which form the 'rules' governing your studies.

Further information:

- www.uhi.ac.uk/policies

13. Student partnership agreement

This agreement sets out how students and staff can work together to improve the student experience. Find out how you can influence the work of the university and the agreed work we are sharing with the Students' Association, HISA.

Further information:

- <http://www.uhi.ac.uk/student-partnership-agreement>

14. Data protection

When you completed your enrolment form for this course you were asked to sign a data protection declaration which explains how your personal data will be held and used. For example it states that,

'Shetland College, NAFC Marine Centre under the name of the Shetland Fisheries Training Centre Trust & The University of the Highlands and Islands (UHI), The University of the Highlands and Islands Development Trust and Academic Partners are registered under the 1998 Data Protection Act. The personal data that you supply is held and processed by Shetland College, NAFC MC & UHI and/or the academic partner(s) which constitute the University of the Highlands and Islands (UHI). By agreeing to this declaration you consent to these bodies holding and processing your personal data solely for the purposes of complying with the statutory obligation to provide information to a number of official agencies, as well as for their own administrative, business and research activities, the publication of graduation lists and in order to communicate with and provide services to UHI alumni. Also to prevent, or detect crime, or protect public funds in other ways as allowed by law. Information about you will not be released to anyone outside Shetland College, Shetland Islands Council, UHI or NAFC Marine Centre unless the law allows us to do so. Where required, your information may be supplied to other official agencies e.g. SQA and other awarding bodies for registration and certification purposes, Higher Education Statistics

Agency (HESA), Universities and Colleges Admissions Service (UCAS), Student Awards Agency Scotland (SAAS) and the Student Loans Company (SLC).

Your personal information will not be passed to organisations for marketing or sales purposes. However, the Scottish Funding Council (SFC) and the Scottish Executive (SE) have responsibility for improving education and the funding of institutions and students. Students may be approached by either SFC or SE, and/or their partners, to take part in surveys. Your personal data will also be used for the purposes of providing references, if we are asked to do so, and information on your progress may be disclosed to an organisation providing you with financial support (e.g. your employer), unless you advise us otherwise in writing addressed to the data controller at either Shetland College or NAFC MC as appropriate. We may also provide confirmation of your student status to your local authority for the purposes of Council Tax relief, and to the Department for Work and Pensions. Details of your name, award and enrolling and/or host academic partner may be published in graduation lists (including lists supplied to the media) unless you advise us otherwise in writing addressed to the data controller. By enrolling as a Shetland College, NAFC MC or UHI student, you agree that any award for which you study may be awarded by Shetland College, NAFC MC, UHI or by another awarding body, at the sole discretion of Shetland College, NAFC MC or UHI.'

15. Student Support Policy & Assessment Arrangements Procedure

All students will be advised in writing of any pre-requisite requirements before enrolling for a course and, if necessary, will be offered a confidential interview with the Student Support Officer to discuss their individual learning needs.

Course Co-ordinators, Course Leaders and individual lecturers will monitor the progress of students undertaking courses and will offer guidance where appropriate or refer to the Student Support Officer.

The Student Support Officer(SSO) will meet on a regular basis with all full time students and will provide the following:

- General and specific advice and guidance on aspects of their course,
- Assistance with curricular or other problems that may arise
- Discuss their progress and any concerns or problems
- Extraordinary meetings at any time if urgent matters arise
- Impartial support during disciplinary processes
- Pastoral Support
- Student confidentiality will be maintained at all times.

15.1 Disability

The Trust operates an Equalities and Diversity policy and students with special needs are entitled to additional support throughout their course if necessary, and according to specific guidelines of external agencies i.e. SQA or MCA.

15.2 Care Experienced Students

NAFC MC UHI operate a Corporate Parenting Plan which along with the associated Action Plan ensure that identifying and supporting care experienced students is carried out at every stage of the Student Journey.

Resources

Staff can seek further advice on guidance and support issues from the Student Support Officer. Additional information available on the UHI website www.uhi.ac.uk/en/staff

16. Special Assessment Arrangements Procedure

The need to provide assessment arrangements to ensure equal opportunities for assessment for a particular student is usually identified in the following different ways:

1. From self-disclosure during a pre-entry guidance interview with the SSO.
2. Self-disclosure during a course interview with a member of the course team
3. Self-disclosure on an application or enrolment form.
4. Identified from performance concerns during the course.

The SSO is responsible for negotiating, arranging and monitoring a student's identified assessment arrangement needs. Therefore, whoever identifies a student with potential special assessment arrangement needs assumes the responsibility to inform the SSO as soon as possible. At all stages this process will be regarded as confidential, and information only passed to others on a need to know basis with the full permission of the student.

- Once informed, the SSO will arrange a confidential interview directly with the student.
- The SSO will detail the assessment needs on a Personal Learning Support Plan (PLSP).
- A meeting will be held with the relevant course leader to negotiate and agree what arrangements can be implemented whilst adhering to the qualification or awarding body assessment requirements.

For further guidance with SQA FE qualification assessment arrangements please visit the SQA webpage>>

http://www.sqa.org.uk/sqa/files_ccc/AA_AssessmentArrangementsExplained.pdf

For SQA administered MCA Certificate of Competence exams please see the following for specific guidance <https://www.gov.uk/government/publications/min-435-clarification-of-dyslexia-policy>

- The SSO will inform the student of the proposed assessment arrangements, and obtain the agreement of that student.
- The course leader is responsible for ensuring that the agreed arrangements are implemented.
- The SSO will monitor the effectiveness of the assessment arrangements through regular individual progress meetings with the candidate.

MCA SQA/IAMI Written exams

For Candidates undertaking a MCA written examination conducted by SQA/IAMI who have been diagnosed as dyslexic by either an educational psychologist or a Specialist Dyslexia Teacher may be allowed an extra 15 minutes for each hour of normal examination time. The use of readers, amanuensis (scribes) or computers are not permitted; however, other aides such as tinted film etc. are permitted.

Candidates wishing to apply for extra time should contact their personal or course tutor who will guide them through the procedure with SQA/IAMI.

The above guidance is obtained from the MCA Marine Guidance Note MIN 435 which can be accessed from: <https://www.gov.uk/government/publications/min-435-clarification-of-dyslexia-policy>

Special Assessment Arrangements Procedure Flowchart

How a need is identified and progressed



