



ABERDEEN COLLEGE®  
**STUDENT  
HANDBOOK AND DIARY**

*09-10*



A very warm welcome to Aberdeen College. All staff at the College are strongly committed to providing you with the best possible education and training opportunities. Reading the notes in this diary will help you to get the most from the services we offer. In doing so, you will also help us to help you. Please keep this diary as a useful reference.

Above all, we want you to benefit from your time with us. If we do not meet your expectations, please tell us! We positively welcome suggestions for improvement in our service. You can make your suggestions or other comments easily by using the College's complaints or suggestions procedures – receptionists at any of the College's centres will be pleased to assist you. Alternatively, you can contact our Quality Assurance Department online, at the College's web site: [www.abcol.ac.uk](http://www.abcol.ac.uk)



# Personal Details

Name

Address

Postcode  Tel

Mobile  Email

Course

College Centre

SCN (Scottish Candidate Number)

SAAS Student Reference 1/

(for HN students in receipt of SAAS award/SLC loan)

## Emergency Contact

Name

Address

Postcode  Tel

Mobile  Email

## Guidance Tutor

Name

Tel  Mobile

Email

**\*Please remember to inform your Guidance Tutor of any change of address.**



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# Welcome to Aberdeen College

## Our Attitude Towards You

You can expect us to:

- Adopt a perspective based on the student/trainee and employer as valued clients
- Promote relationships based on fairness, openness, honesty and equality of opportunity
- Work to improve the quality of our College's services; and
- Take pride in what we do and to act accordingly.

## Our Aims in Serving You

We are committed to providing you with:

- Appropriate learning opportunities regardless of your gender, race, age or ability
- Opportunities to develop your knowledge, skills and aptitudes to help you enter into, and progress in, your chosen employment, or, if it is your goal, to progress further in education
- Relevant good advice and guidance
- A learning environment within which you can further your personal development and enjoy more fully your rights and responsibilities as a member of the wider College community.

## Equal Opportunities

Aberdeen College is committed to promoting equality of opportunity for all its students and staff in all aspects of College life. In working towards equality of opportunity for everyone, you can help us by giving us your views. Or, if you do witness, or become aware of, any instance in which the high standards we set are not met, please bring it to our notice.

Aberdeen College is committed to the promotion of equality and the elimination of unlawful discrimination. Copies of the College's Equality and Diversity Policy and its Race, Gender and Disability Schemes are available on the College website.

## Representative Bodies

The College supports a wide range of bodies representing various interest groups. There is an active Students' Association which you are encouraged to join. There is also active student participation in a range of clubs and activities. Full details are available from the Students' Association office which is located at the Gallowgate Centre.

## Your Rights

In reading this diary, you will learn what you can generally expect of us. You can expect to exercise your rights without fear or prejudice.

Specifically, you can expect:

- To pursue your training and educational goals and for all College staff to treat you with respect and dignity as you do so
- To be informed at the commencement of your course of study what is expected of you in terms of attendance, performance and behaviour
- That assessment of your performance at College will be conducted fairly and openly. If your performance falls below the standard required, you can expect to be informed that this is the case, and be given opportunities to improve it, before action is taken
- To learn in an environment which protects you from health & safety hazards and in which College staff actively promote health and well-being
- That no disciplinary measures will be taken against you without due process.

## Play Your Part

Please help us to foster good relationships with the communities we serve, by showing consideration to the people who are our neighbours at each College centre. Please do not trespass on their property and please refrain from parking inconsiderately.

## College Centres

### Altens Centre

Hareness Road, Altens, Aberdeen AB12 3LE.

### Clinterty Centre

Clinterty, Kinellar, Aberdeen AB21 0TZ.

### Gallowgate Centre

Gallowgate, Aberdeen AB25 1BN.

### Gordon Centre

Ellon Road, Aberdeen AB23 8LQ.

### Minto Operations Training Centre

Units 3-9 Minto Avenue, Altens  
Aberdeen AB12 3JZ.

### The Learning Centre

4 Marischal Street  
Peterhead AB42 1HU.

## College Sectors

### Creative Industries, Sport & Languages

- Sport - [Gordon](#)
- Music and Performance - [Gordon](#)
- Art and Design - [Gallowgate](#)
- Visual Communication and Photography - [Gallowgate](#)
- Hospitality, Travel and Tourism - [Gallowgate](#)
- ESOL and Languages - [Gallowgate](#)

### Engineering & Construction

- Mechanical Engineering Skills and CADD - [Altens](#)
- Maths and Mechanical Engineering Knowledge - [Altens](#)
- Electrical and Process Engineering - [Altens](#)
- Automotive Engineering - [Altens](#)
- Construction - [Gallowgate](#)

### Multimedia Centre

- TV, Radio, & Sound Engineering - [Gallowgate](#)

### Service Industries & Social Science

- Early Education and Childcare - [Gallowgate](#)
- Health, Social Care and Community Work - [Gallowgate](#)
- Hairdressing - [Gallowgate](#)
- Beauty - [Gallowgate](#)
- Social Science - [Gallowgate](#)
- Core Skills: Communication and Numeracy - [Gallowgate](#)

### Business, Computing & Land-Based

- Accounting, Law, Advertising and PR - [Gallowgate](#)
- Business Management and Administration - [Gallowgate](#)
- Computing: Applications - [Gallowgate](#)
- Computing: Networking - [Gallowgate](#)
- Land-based and Service Engineering - [Clinterty](#)
- Science - [Gallowgate](#)

### Learning Development Centre

- Learning Opportunities - [Gallowgate](#)
- Further Education Opportunities - [Gallowgate](#)

College administration is based in the Gallowgate Centre.

## General Information - Class Study Times

### Day Classes

All centres (except Altens)	9.00am - 4.30pm
Altens Centre	8.30am - 12.15pm 12.45pm - 4.30pm

### Evening Classes

Specific times are notified on enrolment. Times are variable.

## College Reception Opening Times

**(Term time opening hours below: subject to change during holiday periods)**

### Altens Centre

Monday - Thursday	8.00am - 9.15pm
Friday	8.00am - 4.15pm

### Clinterty Centre

Monday - Friday	8.30am - 5.00pm
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### Gallowgate Centre

Monday - Thursday	8.15am - 9.00pm
Friday	8.15am - 5.00pm
Saturday	9.00am - 1.00pm
Sunday	Closed

### Gordon Centre

Monday - Thursday	8.30am - 5.00pm
Friday	8.30am - 4.15pm
Closed at lunch-time	12.30pm - 1.45pm

### Minto Centre

Please call **01224 896196** for Reception hours.

### The Learning Centre, Peterhead

Monday - Friday	8.30am - 5.00pm
Saturday	9.00am - 12.00pm



## Information & Booking Centre

The College's Information & Booking Centre is located at the main entrance of the Gallowgate Centre. Except for public holidays, it is open all year as follows:

Monday - Thursday	10.00am - 6.00pm
Friday	10.00am - 5.00pm
Saturday	9.00am - 1.00pm

Students can drop into the Information & Booking Centre to obtain leaflets and information about the College and its courses and can also book in person for part-time courses.

### Information & Booking Centre:

tel: **01224 612330**  
fax: **01224 612001**  
email: [enquiry@abcol.ac.uk](mailto:enquiry@abcol.ac.uk)  
website: [www.abcol.ac.uk](http://www.abcol.ac.uk)

### Admissions Office:

tel: **01224 612225**  
email: [admissions@abcol.ac.uk](mailto:admissions@abcol.ac.uk)



# What we Provide for you

## Common Rooms/Coffee Bars

There are student common rooms at the following centres:

### Altens Centre

A student lounge/recreation/common room area is situated in F Block and in the canteen in A Block.

### Clinterty Centre

The common room is adjacent to the canteen and is available to all students.

### Gallowgate Centre

There is a large student lounge and coffee bar at the Loch Street entrance.

### Gordon Centre

There is a student coffee bar situated in the Guard house building.

## Catering Facilities

The College has contracted a specialist catering company to provide catering facilities at Altens, Gallowgate and Clinterty Centres. Details of opening times of the refectories are displayed in each Centre and are provided in a Refectory Services leaflet.

### Retail Shops

Altens and Gallowgate Centres each have a shop selling snacks, drinks, stationery, newspapers and magazines.

Students have the opportunity to put forward ideas and suggestions through their representatives on the Students' Association at regular meetings of the Aberdeen College Student Catering Advisory Group. Alternatively students can contact the catering manager directly at any centre.





## Parking Facilities

Students are requested to use the car-parking facilities provided by the College. When parking is unavailable at a College Centre, students should respect the needs of the local residents and should not park in residents' car parks or service/access roads.

### Altens Centre

Parking facilities are available at the Centre.

### Gordon Centre

Parking facilities are available at the Gordon Centre. Students are requested not to park in the neighbouring streets as this may cause difficulties for local residents accessing their property.

### Clinterty Centre

Parking for students is available, but only in designated areas.

### Gallowgate Centre

Parking within the Centre precincts during the day is restricted to staff and visitors. Students should use on-street parking or the multi-storey car park opposite the Centre. Students should not use private car parks set aside for local residents.

Students with disabilities can apply for a permit to park in the Gallowgate Centre. Applicants should go to the Learning Development Centre (room SG9) with a current parking permit for disabled drivers and evidence of attendance on a course, e.g. part-time course receipt or acceptance letter.

Students can park within the Gallowgate Centre during evenings and weekends providing they display a parking permit prominently. Parking permits are available from your lecturers, Evening Class Supervisor, IT Centre or Reception.

Students who come to College on motorcycles and bicycles can park in the area at the junction of Loch Street and John Street.

## Telephone

The College switchboard and sector staff will only accept telephone calls for students in cases of emergency. Calls from the College should be made using the public telephones, located as follows:

### Clinterty Centre

Foyer - Aberdeen [01224 612751](tel:01224 612751)

### Gallowgate Centre

The following are BT phonocard/coin telephones:

- Gallowgate Main entrance
- Gallowgate South Block entrance
- Dino's Café Bar
- The Mix.

## Leisure & Recreation

There is a wide variety of activities on offer to students throughout the College. Students based in one centre are free to join those offered in other centres. Please see student notice boards in your centre for detailed information.

## Prayer Room

Prayer rooms are situated at Gallowgate Centre (room 705) and Unit 9 at Minto Centre. These rooms offer a private place of worship for students of all religions. (A key is available from each centre Reception.)

## Medical Services

### GP

If you have moved to the Aberdeen area you are strongly advised to register with a medical practitioner (GP). The best way to find one is to ask your neighbours who they use and if they would recommend them. Then go to the surgery and ask if you can be taken on. They will get you to sign some documentation and will get your medical records from your previous GP.

### First Aid

First Aid is available during College operational hours at Gallowgate through the security staff on tel: [01224 613333](tel:01224 613333), at Clinterty through reception tel: [01224 612751](tel:01224 612751) and at Altens tel: [01224 612661](tel:01224 612661).

### Occupational Health

The College also provides an Occupational Health Service. This service is supported by a team of Occupational Health nurses who aim to pro-actively promote and support the physical and psychological well-being of all staff and students. The Occupational Health service offers confidential advice, support and health promotion information on a range of topics. If you feel you have a matter that requires assistance or advice from a Member of the Occupational Health team then you can contact the department on tel: [01224 612151](tel:01224 612151).



## Stationery

Students are required to supply their own stationery and materials. Details of specialist materials/equipment will be supplied by teaching sectors.

## Printing from College Computers

Printing from College computers in classrooms, libraries and the IT Centre, is charged for – as follows:

- A4 single-sided page black and white = 3p
- A4 single sided page colour printer = 50p

You can purchase printing credit of £5, £10 or £20 from the IT Centre and any of the College Libraries. Your credit balance can be checked from the PC. At times discounts can be obtained on printing credits.

## Internet Access

Students will be able to access the Internet free of charge by using the IT Centre or using your College laptop in a designated study area.

Please note that using the Internet from home will incur a cost depending on the terms and agreement of your contract with your Internet provider.





## Student Advisers

Student Advisers are available to discuss issues relating to finance at times advertised throughout the College.

Students can make an appointment by contacting Learner Services Reception in the South Block, tel: [01224 612284](tel:01224612284). Appointments are made through Reception at all other centres. Drop-in sessions, are also available at the Gallowgate Centre every lunchtime. Please see notice boards or the College website for details. Students who are unable to attend the Gallowgate Centre can contact the Learner Services Reception to arrange a telephone appointment.

**Graeme Swanson**  
**Guidance & Advice Manager**  
Gallowgate Centre  
Tel: [01224 612587](tel:01224612587)

### Student Advisers

**Fiona Caldwell**  
**Student Funding Adviser**  
Gallowgate Centre  
Tel: [01224 612234](tel:01224612234)

**Irene Robertson**  
**Student Funding Adviser**  
Gallowgate Centre  
Tel: [01224 612187](tel:01224612187)

**Caroline Nixon**  
**Student Adviser**  
Gallowgate Centre  
Tel: [01224 612084](tel:01224612084)

**Zoe Sokec**  
**Student Adviser**  
Gallowgate Centre  
Tel: [01224 612526](tel:01224612526)

**Alison Cram**  
**Student Adviser**  
Gallowgate Centre  
Tel: [01224 612526](tel:01224612526)

## Guidance Tutors

Aberdeen College has a team of Guidance Tutors who support full-time students throughout their time at College. The Guidance Tutors work in collaboration with the curriculum teams across the College to give students guidance and support in areas of attendance, attainment, progression and personal development. Guidance Tutors work Monday to Friday 8.30am to 5pm.

Every full-time course has a scheduled academic guidance session where students will meet with their Guidance Tutor. Within this session, your Guidance Tutor will offer focused support relating to your course along with general guidance and advice to support you with your studies.

Your Guidance Tutor will support you by inducting you into the College and will continue to support you throughout your studies and give you advice and support on the routes of progression available. This is further emphasised by the staged review process where you will identify your long and short term goals.

The Guidance Tutors all have daily drop-in sessions where you can meet with them. They also have appointments which can be booked through the [Learner Services Reception](#) on 01224 612284 or by email: [guidance@abcol.ac.uk](mailto:guidance@abcol.ac.uk)

## International Guidance Tutor

For international qualification equivalence, full-time applications requirements and procedures, home and overseas fee status, residency requirements, visa extension, bursary, SAAS, housing, bank related queries, international buddy scheme details etc., please contact:

### International Guidance Tutor

**Dr. Sanjay Sabharwal**

email: [s.sabharwal@abcol.ac.uk](mailto:s.sabharwal@abcol.ac.uk)

## New Opportunity: Student Buddy Scheme

Why not volunteer to be a student buddy and get to know more people? A student buddy can help others who are new to study or new to Aberdeen. Can you offer a friendly but confidential ear to people? Can you let people know what's going on in the community? You might be interested in sharing your hobbies with students or setting up interest groups or clubs? You might like having a coffee and a chat? If you want to find out more on how to volunteer or how to meet a buddy, speak to your Guidance Tutor or email us: [guidance@abcol.ac.uk](mailto:guidance@abcol.ac.uk)

We offer full training and on-going support, with flexible hours and different means of volunteering. It'll be fun and rewarding. Don't be shy - you can make a real difference to someone.

Please note all volunteers will have to apply through College for an Enhanced Disclosure Scotland.

## Careers Service

Aberdeen College has a **Careers Adviser, Kathy Sutherland**, based at the Gallowgate Centre. Advisers from Careers Scotland also support the College Careers Service.

Appointments can be booked through **Learner Services Reception** in the Gallowgate Centre, tel: **01224 612284**.

Kathy provides a careers drop-in service each week day afternoon in the Gallowgate library.

## Accommodation

Aberdeen College does not have any accommodation for students.

A fact sheet is provided for students who need assistance in obtaining accommodation in Aberdeen. The Student Advisers can also assist students with any accommodation difficulties they may encounter. For a copy of the Accommodation fact sheet please email: [guidance@abcol.ac.uk](mailto:guidance@abcol.ac.uk) or visit the Learner Services Reception.



## Chaplaincy

The College Chaplains provide spiritual help and guidance and contact with local churches.

The Chaplains are:

**Captain Jane Alton**

**The Salvation Army**

Aberdeen Citadel Corps, 28 Castle Street Aberdeen AB11 5BG.

Office tel: [01224 579370](tel:01224579370)

email: [jane.alton@salvationarmy.org.uk](mailto:jane.alton@salvationarmy.org.uk)

**Reverend Andrew Hayes**

**International Baptist Church**

Earlswells Road, Cults, Aberdeen AB15 9NY.

tel: [01224 868096](tel:01224868096) [church]

email: [andrew.hayes@ibcaberdeen.org](mailto:andrew.hayes@ibcaberdeen.org)

**Father Keith Herrera**

**St Peter's & St Columba's**

3 Chapel Court, Justice Street

Aberdeen AB11 5HX.

Office tel: [01224 626359](tel:01224626359)

email: [keithherrera@lineone.net](mailto:keithherrera@lineone.net)

**Very Reverend Dr Emsley Nimmo**

**Scottish Episcopal Church St Margaret's Gallowgate, Aberdeen.**

tel: [01224 644969](tel:01224644969) [church]

email: [alexander306@btinternet.com](mailto:alexander306@btinternet.com)

**Reverend Dr Andrew Wilson**

**Church of Scotland**

Rubislaw Church, Queen's Cross

Aberdeen AB15 4AB.

tel: [01224 645477](tel:01224645477) [church]

email: [agn.wilson@virgin.net](mailto:agn.wilson@virgin.net)

### Other useful addresses:

**The Islamic Association of Aberdeen**

Aberdeen Mosque and Islamic Centre  
164 Spital, Aberdeen AB24 3JD.

tel: [01224 493764](tel:01224493764)

**Aberdeen Hebrew Congregation**

Synagogue, 74 Dee Street, Aberdeen.

tel: [01224 582135](tel:01224582135)

**Kirk of St Nicholas**

Union Street, Aberdeen.

tel: [01224 643494](tel:01224643494)

**Reverend Ian Anderson**

**The Methodist Church**

8 Crown Terrace, Aberdeen.

tel: [01224 581507](tel:01224581507) [church]

## Learning Development Centre

The Learning Development Centre's aim is to help students achieve success in College by providing additional support with learning. Individual and small group support sessions are provided as well as a drop-in facility.

Services provided include:

- Essay and report writing
- Additional help with course work
- Study and research skills
- Special examination arrangements and alternative methods of assessment
- Scribes, readers
- Written and communication skills support
- Additional help with mathematics and numeracy
- Computer suite with support in information technology
- Equipment loan
- Summer school.

Students wishing to improve their study/exam techniques or requiring additional help with course work will find a friendly service in a comfortable and relaxed atmosphere.

## Students with Disabilities & Other Additional Learning Needs

For students with disabilities and other additional learning needs the Learning Development Centre offers an advice, assessment, support and training service for people with specific learning difficulties (including dyslexia, physical disabilities and sensory impairment). The aim is to help increase access to quality opportunities for clients in education, training and employment.

The services provided include:

- Help with application for the Disabled Students' Allowance
- Advice
- Assessment of needs
- Support
- Training and support in the use of enabling technologies.

Students can evaluate a wide range of enabling technologies in a comfortable, relaxed environment. Staff in the Learning Development Centre can also provide advice on additional funding.

For further information on the Learning Development Centre, or to make an appointment, go to the [Learner Services Reception](#) in the South Block of the Gallowgate Centre, tel: [01224 612284](tel:01224612284)

or contact:

**Stephen Edgar**  
**Head of Access & Inclusion**  
tel: [01224 612164](tel:01224612164)  
email: [s.edgar@abcol.ac.uk](mailto:s.edgar@abcol.ac.uk)



## Information Technology Centre (IT Centre)

The Information Technology Centre in the Gallowgate Centre provides access to state-of-the-art computing facilities for all students. As well as using the IT Centre as part of a course, students have the option of making use of the Centre outside class times. In order to use the IT Centre computers, full and part-time students will be issued with a username and password. Please remember these details because the IT Centre cannot supply this information. Forgotten passwords can only be obtained from your Guidance Tutor.

Short multi-media based courses, available in the IT Centre, cover a wide range of software packages from courses for the beginner, to advanced databases and spreadsheets. More advanced technical topics are also covered.

Staffed by experienced instructors who are always ready to help, the IT Centre provides the ideal environment for producing essays, reports, presentations and other course work. To allow all students to have access to the Centre, wheelchair adjustable height desks and specialist hardware such as trackerballs, flexible keyboards, etc. are available.

### Opening Times:

Monday - Thursday	8.00am - 9.30pm
Friday	8.00am - 5.00pm
Saturday	10.00am - 1.00pm
Sunday	closed

### Contact:

#### IT Centre Reception

tel: 01224 612260

email: [ITC2@abcol.ac.uk](mailto:ITC2@abcol.ac.uk)

web: [www.abcol.ac.uk/facilities/it-centre](http://www.abcol.ac.uk/facilities/it-centre)

Clinterty library also includes an IT Centre.

## Libraries

There is a library at each College centre. All students have automatic Library membership, and Library staff will help you to access our user-friendly systems to find what you need for the course you are studying. All our resources are listed in our online catalogue which you can use at home or in College. We have a wide range of resources including textbooks, journals, newspapers and DVDs. We also have an area on Blackboard where you can find a range of e-resources, study guides and help with information skills, such as referencing and bibliographies. Each site Library has PCs for student use and a study area.

Special equipment available in all College libraries includes height adjustable desks and specialist hardware for use on PCs.

Contact details for Libraries:  
[www.abcol.ac.uk/facilities/library](http://www.abcol.ac.uk/facilities/library)



### Locations, opening times & contact details:

#### Altens Library

Monday – Thursday	8.30am – 6.00pm
Friday	8.30am – 4.15pm
Saturday & Sunday	closed

tel: 01224 612743  
email: [altenslib@abcol.ac.uk](mailto:altenslib@abcol.ac.uk)

#### Clinterty Library

Monday – Friday	8.30am – 5.00pm
Saturday & Sunday	closed

tel: 01224 612769  
email: [clintertyitc@abcol.ac.uk](mailto:clintertyitc@abcol.ac.uk)

#### Gallowgate Library

Monday – Thursday	8.30am – 9.30pm
Friday	8.30am – 4.15pm
Saturday & Sunday	closed

tel: 01224 612138  
email: [gallowlib@abcol.ac.uk](mailto:gallowlib@abcol.ac.uk)

#### Gordon Library

Monday – Thursday	8.30am – 5.00pm
Friday	8.30am – 3.45pm
Saturday & Sunday	closed

tel: 01224 706882  
email: [gordonlib@abcol.ac.uk](mailto:gordonlib@abcol.ac.uk)

For holiday opening hours please check Announcements in Blackboard or contact your nearest College Library.

Please note that these opening times are current at time of printing. Up-to-date information on opening times can be found at: <http://www.abcol.ac.uk/facilities/library/opening-times.cfm/>

## Flexible Learning

Flexible Learning is an amalgamation of Open and E-Learning and the Business Development Unit and also includes the Ethos Programmes.

### Open Learning

With Open Learning, students can study part-time flexibly from home or from their place of work. More than 150 courses are available. Study is at the student's own pace using high quality Open Learning materials.

In most cases students are assigned a personal tutor for support and guidance through the course.

For more information:

tel: 01224 612603

or visit our website at

[www.abcol.ac.uk/courses/open-learning/](http://www.abcol.ac.uk/courses/open-learning/)

### e-learning

e-learning provides access to learning via the Internet 24 hours a day. With over 100 courses available, it is a flexible way to study for students who are unable to attend regular scheduled classes. Materials are delivered online through course web pages and a personal tutor is assigned for support and guidance for the majority of courses.

e-learning instructors are available by telephone and email to provide technical and administrative support.

For further information,

contact an e-learning instructor

tel: 01224 612007

email: [ask@e-learning.uk.com](mailto:ask@e-learning.uk.com)

or visit our website at

[www.abcol.ac.uk/courses/e-learning](http://www.abcol.ac.uk/courses/e-learning)

## Blackboard - VLE (Virtual Learning Environment)

### What is it?

The Virtual Learning Environment ('VLE' for short) is a new approach to learning and teaching. It's an electronic way to obtain learning materials (e.g. by downloading them to your PC), to communicate with teachers and fellow students (e.g. by email or video), to submit assessments and other work remotely, to be assessed (e.g. using electronic testing) and to access information (e.g. over the Internet or the College's Intranet).

### Where is it?

The VLE is 'virtual' like the Internet. It exists electronically on backroom equipment (servers) and as computer applications (software). If you are in a College classroom, you will come across some of the physical equipment used to access the VLE; for example, electronic interactive whiteboards fixed to walls, electronic/digital projectors hanging from ceilings and desk-top or lap-top computers. The equipment you see acts as 'gateways' to the main system - which you'll probably never see.

### What is it called?

Aberdeen College's VLE is the Blackboard system. It's an American system which is now widely used throughout the educational world.

### What is so good about it?

The VLE offers students and staff of the College a highly-flexible electronic tool to support teaching and learning. Students don't need to be in a classroom to access and use the system. They can download their work from Blackboard and send work to the College where and when it suits them best (subject to the needs of their courses). They can send messages to, and receive them from, College staff and the information that students can access is not limited to paper-based 'hand-outs' from teachers. Blackboard also makes Internet access very easy for students and staff, with all the information being available on the Web. The College has also invested in 'wireless' access throughout its centres.

## Is it easy to use?

Yes! The Blackboard system doesn't require a high level of expertise to use it effectively. It works well in colleges worldwide. Those of us who are not 'good with computers' (whether students or staff), can get the support they need from the College to become proficient users of the system.

## How will it be used?

The VLE is already in use in the College to varying degrees, reflecting the expertise and interest of individual members of staff. Pilot programmes have been completed, staff training has taken place to ensure all teaching staff are able to use the system; and the necessary technology has been installed in all classrooms of the College. The aim is to give every student in every class equal access to and widespread use of, the technology.

## What will the VLE do for me?

Through the VLE you will be able to:

- Access materials that cover the basic content of your course
- Take part in interactive quizzes/tests to check your learning
- Link to web sites that provide useful extension material
- Exchange ideas with other students on the course
- Contact your lecturers
- Communicate with other students
- Submit work to be marked and get a receipt to prove you met the deadline
- Receive back grades or comments
- Obtain information about calendars, timetables and deadlines.

Please note: Access to the VLE is only available to students who have completed the enrolment process.

## Backing up your work

As we use systems like the VLE more regularly, much, if not all of your work will be in electronic form.

Have you spent ages working on an assignment and forgot to save the changes you made? Bad as that feels, just imagine if you lost all your work!

If you are working on College PCs, you will have access to your own area on the College network called your H drive. You can see this from My Computer. Any files saved here are backed up automatically.

We recommend strongly that you back up (make a copy) of all your work regularly. You can do this in two ways:

- Copy your files to a USB memory stick/pen
- Copy your files to a CD.

If you need any further advice, please ask your lecturer, guidance tutor or any of the IT Centre Instructors.

## Core Skills

Core skills are broad, transferable skills that help to develop the main capabilities people need to be full, active and responsible members of society.

Developing your core skills will help you get the most from education and to be as efficient as you can be at work. They will also help you in other aspects of your lives.

There are five core skills:

- Communication
- Numeracy
- Information Technology
- Problem Solving
- Working with others.

When you first come to Aberdeen College you will be asked to bring along your Core Skills Profile and/or your Record of Achievement from an awarding body e.g. SQA. Your Guidance Tutor will take a note of this in your Individual Learning Plan (ILP). For learners who do not have a Profile or a Record of Achievement, you will be able to take a computerised test which will allow us to assess your current level of ability in Communication, Numeracy and IT.

During your time at College you will be given lots of opportunities to develop your core skills alongside other subjects that you are studying. Your Guidance Tutor will help you monitor your progress and if you need any support, this will be provided.

## European Projects

If you are thinking about your future, there is always something extra out there that will make you different from the rest and enhance your college experience as well as your job prospects. The European Projects Office can assist any Aberdeen College student in their career progression by requesting, on their behalf, some of the funding allocated by the European Community to the member states every year.

The funding allows you to increase your knowledge in your chosen subject with a European dimension by, for instance, visiting the European Parliament in Strasbourg, France and taking part in exchanges with other Colleges in Europe.

**Bill Stalker**

**European Projects Co-ordinator**

tel: 01224 612219

email: [b.stalker@abcol.ac.uk](mailto:b.stalker@abcol.ac.uk)

Please also visit our website where you can see some of our projects with staff and students:

[www.abcol.ac.uk/international/european-projects/](http://www.abcol.ac.uk/international/european-projects/)

## Students' Association

The Students' Association provides an avenue for you to socialise and make new friends away from the academic side of your time at college.

Aberdeen College Students' Association (ACSA) is an autonomous body organised by students for the benefit of students. An elected Sabbatical President (a student who takes one year away from his/her studies) leads the ACSA while a part time Vice President (also elected) assists them.

The purpose of the Students' Association is to promote, defend and extend the rights of students, provide a social space for them and provide various activities for them to participate in. There is a pool table within the Students' Association office for students use.

The ACSA represents the students' voice on the Board of Management and is the link between students and the College.

Every class in the College elects a Class Representative, during the first term, who will attend ACSA meetings held throughout the year. Elections for various posts within the SA Executive Committee also take place and every student is encouraged to become involved. Class Representatives and the SA Executive are responsible for representing students' interests. A student newsletter is published throughout the year and contributions from any student are always welcome.

All College students are members of the Association and a Student Card is available for all members. The cost of a student card is £5.00 for all students. The card enables you to get a wide range of student discounts. Student cards are available from the SA office, Room EG3 at the Gallowgate. Cards are also available on designated dates from Room FG26 at Altens and also at Clinterty and Gordon Centres (rooms to be decided).

Opening hours for as the Gallowgate Centre are as follows:

### Gallowgate

Monday – Friday, 10:00am – 2:00pm  
Tuesday & Thursday, 4.00pm – 6.00pm

Contact:

**President of Aberdeen College  
Students' Association (ACSA)**

tel: 01224 612273

email: [acsapresident@abcol.ac.uk](mailto:acsapresident@abcol.ac.uk)

Please note when applying for your student card you will require:

- Confirmation of student status (Proof of Enrolment Form from Guidance Tutor for Full-Time Students. Course Booking Form for Part-Time or Community & Lifelong Learning Students).

You do not need to take a photograph with you as we will take your photograph.

The student card also gives you membership of the National Union of Students (NUS) which is also run by students.

Discounted bus passes for Stagecoach/Bluebird are also available from the ACSA Offices.

There will be a representative from the ACSA at Altens, Gordon and Clinterty Centres on various days/times – details of days and times will be displayed on notice boards at each centre.

We really want you to get involved with the Students' Association, so to find out more about it:

### **Aberdeen College Students' Association (ACSA)**

Aberdeen College, Room EG3  
Gallowgate Centre, Aberdeen AB25 1BN.

tel: 01224 612273

email: [acsa@abcol.ac.uk](mailto:acsa@abcol.ac.uk)



# Student Funding

## Student Funding

- Aberdeen College Bursaries
- Education Maintenance Allowance (EMA)
- SAAS Awards (Student Awards Agency for Scotland)
- SLC Loans (The Student Loans Company)
- Discretionary Payments
- Childcare Funds.

Appointments can be made with the Student Advisers based at the Gallowgate Centre to discuss bursaries, Education Maintenance Allowance (EMA), grants, loans, discretionary payments and assisted childcare. Contact the **Learner Services Reception** in the South Block, Gallowgate Centre or tel: **01224 612284**.

The Student Funding Office is in the south block of the Gallowgate Centre (room SG6/7) or tel: **01224 612345**. If you want to see someone about your bursary/EMA funding application please go to the Learner Services Reception in the first instance. The receptionist will ensure that an appropriate member of staff will deal with your enquiry.

Detailed information on student funding can be found in the booklet '*Financing Your Way Through College*', which is available at Reception in all College centres and on the College website: [www.abcol.ac.uk](http://www.abcol.ac.uk)

## Funding for Full-time Non-advanced Courses

### Tuition Fees

Most full-time non-advanced students will not have to pay tuition fees. Eligibility is determined on the basis of the student being considered ordinarily resident within the European Economic Area (EEA) – this does not include England, Wales or Northern Ireland. Students, including those from Shetland and Orkney, **must apply** to the College for a Fees Award on the Education Maintenance Allowance (EMA)/Bursary Application form to determine their eligibility. If you do not meet residence or other requirements, you will be required to pay the tuition fee yourself.

### Education Maintenance Allowance (EMA)/Bursary

The following may be available depending on individual circumstances:

#### The Education Maintenance Allowance (EMA)

If your date of birth falls between 1st September 1991 and 30th September 1993 you may be eligible for the award of an EMA from 31st August 2009. If your date of birth is between 1st October 1993 and 28th February 1994, your eligibility for the award of EMA will come into effect from 5th January 2010. The award of an EMA is dependent on household income.

#### Bursary Maintenance Allowance

This is to maintain the student and is means-tested on the income of the student, parent(s) or spouse/partner. It does not apply if you have an entitlement to an EMA unless it is accepted by the College that you have to live away from the parental home whilst at College.

#### Materials and Travel Bursary

There is an automatic entitlement to this Bursary in the case of any student who is under the age of 18 on the official start date of the course and whose home is at least one mile from the College. For all other students, this Bursary is means-tested.

### Additional Support Needs for Learning

Financial assistance may be available to a student who incurs additional costs as the result of a disability, learning difficulty or other additional learning requirements. For further information contact the **Learning Development Centre**: tel: 01224 612142 or email: ldc@abcol.ac.uk

Aberdeen College Bursaries/EMAs are normally paid in instalments, directly into the students' bank account.

Students must apply for an EMA or Bursary as early as possible to avoid a delay in payment at the beginning of the session. Aberdeen College operates a policy of closing dates and every effort should be made to ensure that the EMA/Bursary application is submitted before the appropriate date.

### Previous Study/Funding

Students who have received a bursary or an award for a previous course of study are advised to enquire about their eligibility for funding from Aberdeen College's **Student Funding Team**: tel: 01224 612345.



## Funding for Higher National Certificate & Diploma Courses

Eligible Scottish domiciled students studying at Scottish institutions and students ordinarily resident in the European Economic Area (EEA) – this does not include England, Wales or Northern Ireland – would not normally have to pay fees. However, students **MUST APPLY** to the Student Awards Agency for Scotland (SAAS) if they are to have their fees paid. If you do not meet residence or other requirements, you will be required to pay the tuition fee yourself.

The following funding may be available to support you at College depending on individual circumstances:

### Student Loan

The Student Loan is substantially means-tested. Any eligible student can apply for the non means-tested element. Rates will vary depending on whether the student lives with his/her parents and the type and length of the course.

### Young Students' Bursary

This is a non-repayable grant for students who are from their families with a low income, are under 25 years at the start of their course and are not independent. This award will be paid as a replacement for part of your Student Loan reducing the amount of loan you need to take out.

### Supplementary Grants

These are non-repayable and are available to students in certain categories. These grants are usually means-tested, e.g.:

- Lone Parent Grant
- Additional Childcare Grant for Lone Parents
- Adult Dependent Grant
- Travel Grant.

Please note that the travel grant claim form is not available until December 2009 from the SAAS website: [www.saas.gov.uk](http://www.saas.gov.uk) If you are likely to experience financial difficulties because of high travel costs, you may apply to SAAS for an advance payment of your travelling expenses by forwarding a letter/email to SAAS.

Student Loans and Supplementary Grants are normally paid in three instalments, one at the beginning of each term. If you have previously undertaken full-time advanced level studies – Higher National Certificate (HNC)/Higher National Diploma (HND) or degree and are unsure of your eligibility for funding, you should contact SAAS (Student Awards Agency for Scotland) – see below – or a Student Adviser through the Learner Services Reception at the Gallowgate Centre.

#### Contacts

##### **SAAS (Student Awards Agency for Scotland)**

Gyleview House, 3 Redheughs Rigg

Edinburgh EH12 9HH.

tel: **0845 111 1711**

web: [www.student-support-saas.gov.uk](http://www.student-support-saas.gov.uk)

##### **The Student Loans Company**

100 Bothwell Street

Glasgow G2 7JD.

tel: **0800 405010**

web: [www.slc.co.uk](http://www.slc.co.uk)

##### **Aberdeen College Learner Services**

Gallowgate Centre, Gallowgate

Aberdeen AB25 1BN.

tel: **01224 612284**

web: [www.abcol.ac.uk](http://www.abcol.ac.uk)

## Discretionary Payments

If you are experiencing financial hardship and are finding it difficult to make ends meet, you may be eligible for discretionary payments. The College has a limited sum of money available to assist full-time and part-time students in severe financial difficulties. Students must be over 16 years of age to apply. Both loans and grants may be awarded. Further details and application forms are available from any **Student Adviser** or **Learner Services Reception** in the Gallowgate Centre.

## Childcare Assistance

Aberdeen College does not run a nurser or crèche but has funds from which students may be able to gain some financial assistance towards the cost of their childcare whilst attending college.

Aberdeen College has a designated Student Funding Adviser as a member of the Learner Services Department who is responsible for assisting students to determine whether they are eligible for funding for childcare, and in assisting if you are having problems finding a suitable childcare provider. **The Student Funding Adviser, Irene Robertson** can be contacted on **01224 612187**.

For further information pick up a Childcare Funding leaflet which is available from **Learner Services Reception**, or **Receptions at other College Centres**.

## State Benefits

The majority of full-time students are not entitled to benefits whilst at College. Possible exceptions to this general rule are single young estranged persons under the age of 19 and lone parents who may have an entitlement to payment of Income Support while undertaking full-time non-advanced studies. Students in the categories above should note that their entitlement to payment of Income Support will cease when they progress to advanced level studies (i.e. HNC/D).

Students in receipt of Incapacity Benefit/Employment and Support Allowance are required to contact their Personal Adviser at Jobcentre Plus to discuss their eligibility to continue to claim whilst attending College.

## Students & Council Tax

Whether students are liable for Council Tax or can claim Council Tax Benefit depends on their individual circumstances. Enquiries should be directed to the **Revenues Office**, Crown House, 27-29 Crown Street, Aberdeen, tel: **08456 080921**. A College Student Adviser may also be able to assist you with your enquiries.

## Tuition Fees

Full-time students will be required to pay their tuition fees unless these are covered by a Fee Waiver, SAAS award or other sponsor. Tuition fees are due on the date of enrolment for a full-time course and are payable at the time of booking for part-time courses. Where an employer has evidenced that they will accept responsibility for the payment of fees, arrangements will be made for an invoice to be sent to him/her.

### Location of Banks

The nearest banks to each of the centres of the College are:

#### Altens Centre

Clydesdale Bank, Craigshaw Drive, Aberdeen.

#### Clinterty Centre

Clydesdale Bank, Kintore.

#### Gordon Centre

Bank of Scotland, 79 Ellon Road, Bridge of Don.

Clydesdale Bank, 20 Ellon Road, Bridge of Don.

Royal Bank of Scotland, 18 Ellon Road, Bridge of Don.

#### Gallowgate Centre

There is a cash machine in the Student Common Room at the Loch Street entrance to the Gallowgate. Students should be aware that there is a small charge to withdraw funds from this machine.

Bank of Scotland, 54 John Street, Aberdeen.

Bank of Scotland, Bon Accord Centre, Aberdeen.



# The Way We Operate

## Terms & Conditions of Study

### 1. Enrolment

- 1.1 Every student of the College, whether full-time or not, must enrol for each programme and pay the fees appropriate to their course of study at the College. No person shall be deemed to be an enrolled student unless:
  - 1.1.1 they have completed and signed a College enrolment form, and
  - 1.1.2 agreed to meet the liability for the relevant fees, where a Sponsor does not meet the liability on their behalf.
- 1.2 In all College documentation 'Sponsor' is deemed to include Students Awards Agency for Scotland; Local Authority/Central Government Schemes; Local Enterprise Companies; employers and training boards or agencies.
- 1.3 In signing the enrolment form the student undertakes to observe Aberdeen College Terms and Conditions of Study (including all current published College Policies, Codes and Regulations) and consents to the College obtaining, recording, holding, processing etc personal data including data of a sensitive nature. Students are responsible for informing the College of any changes to the information provided on enrolment.

### 2. Placements and Study at Off-Campus Locations

- 2.1 To avoid doubt, the same Aberdeen College Terms and Conditions of Study (including all current published College Policies, Codes and Regulations) apply to all students, including those on placements and/or studying at off-campus locations.

### 3. Work Commitment

- 3.1 Students enrolling on courses at the College are entering into a partnership with the College to further their education and training. Students are expected to take full advantage of the opportunities for learning and study.
- 3.2 The Students' Code of Commitment sets out what the College expects from students; copies are available from the Information & Booking Centre. Alternatively you can download a pdf version of the Students' Code of Commitment available from the following link, [www.abcol.ac.uk/publications/](http://www.abcol.ac.uk/publications/)

### 4. Clients' Charter

- 4.1 The Clients' Charter offers clients of the College a statement of the quality of service they can expect from the College as a right; copies are distributed at induction, but may be obtained from the Information & Booking Centre. Alternatively you can download a pdf version of the Clients' Charter from the available following link, [www.abcol.ac.uk/terms/index.cfm#Charter](http://www.abcol.ac.uk/terms/index.cfm#Charter)

### 5. Suggestions and Complaints Procedure

- 5.1 The complaints system is easy to use and both students and employers are encouraged to use it. Complaints are dealt with by a senior executive and are acknowledged within five working days of receipt and are normally fully answered within fifteen working days. After a further three weeks there is a further letter to ensure the complainant is happy with the outcome of the investigation into their complaint.
- 5.2 Suggestions and Complaints forms are readily available in reception areas in all the College centres.

## 6. Course Content

- 6.1 Students should satisfy themselves from reading the available information that the particular course they have chosen meets their requirements before commencing the course.

## 7. Cancelling or Changing Contents of Courses

- 7.1 The College reserves the right not to run courses where the number of students is considered insufficient or where resources are unavailable or to change the contents of a course where it is considered appropriate by the College to do so. Where numbers of students dictate, courses may be amalgamated so that they may comprise a number of subjects, including parts of the student's chosen subjects and parts of other related subjects.

## 8. Limitation of Admission to Courses

- 8.1 The College reserves the right to refuse admission to any course because of restricted availability of facilities due to accommodation or teaching requirements or for any other reason which the College deems it necessary to do so.
- 8.2 All admission to courses is at the discretion of the Principal.

## 9. Fees

- 9.1 All fees are payable on enrolment. Details of methods of payment can be obtained from the Information and Booking Centre. Students who do not meet their obligation to pay fees at the commencement of their attendance may incur interest charges on the fees outstanding at a rate determined annually by the Board of Management.

- 9.2 Liability for fees is incurred at enrolment and the College reserves the right to suspend any student who has not paid or arranged, to the satisfaction of the College, payment of fees within a reasonable time.
- 9.3 Students are referred to Aberdeen College Policy on Course Fees and Policy on Refund of Course Fees.
- 9.4 No person shall be permitted to enrol as a student of the College or to receive any qualification conferred by the College, unless all, if any, arrears of tuition fees and any other sums due to the College are paid in full or arrangements for the payment of fees have been made to the satisfaction of the College.

## 10. Financial Matters

- 10.1 Studying at the College may cause students to incur different costs, for example, tuition fees, books and equipment costs, accommodation costs, childcare fees, photocopying fees, travel expenses and daily living expenses.
- 10.2 Students are required to supply their own stationery and materials. Details of specialist materials/equipment will be supplied at the commencement of the course.
- 10.3 Via the Aberdeen College Learner Services, student advisors can give students confidential pre-entry guidance including information on financial matters. Appointments can be made through the Learner Services Reception.
- 10.4 Students are also referred to the series of booklets, Financing Your Way Through College, which are available from Learner Services and the information available on the College's website.

## 11. Disciplinary Code

- 11.1 A copy of the Students' Disciplinary Code is available from Learner Services. Alternatively you can download the current pdf version of the Students' Disciplinary Code from the following link, [www.abcol.ac.uk/publications/](http://www.abcol.ac.uk/publications/)
- 11.2 Generally speaking disciplinary action against students is limited to breach of, or failure to comply with, these Terms and Conditions (including current College Policies) or conduct which adversely affects the College's pursuit of its objectives or which infringes the rights of others.
- 11.3 The Students' Disciplinary Code sets out what is considered unacceptable (although the list is not exhaustive) and procedures for disciplinary action.
- 11.4 The employees of the College and those of its contractors or other third party suppliers have the right to work in an environment which is free from any form of harassment, intimidation or abuse whether actual or threatened, physical or verbal. The College has a zero tolerance to the abuse of such employees and students are reminded that any such conduct constitutes unacceptable behaviour and will result in disciplinary action which may, in turn, lead to your suspension or dismissal from the College.

## 12. Equal Opportunities

- 12.1 Aberdeen College is committed to promoting equality of opportunity for all its students and staff in all aspects of College life to ensure that no-one is discriminated against on the grounds of race, colour, religion, sex, marital status, disability, age, social position or sexual orientation.

## 13. Disability

- 13.1 The College treats applications from students with additional support or disabilities on the same academic grounds as all applicants.
- 13.2 Potential applicants are encouraged to visit the College, prior to enrolment, to meet with the Learning Support Manager. A tour of the College can be arranged and the Learning Support Manager can assist applicants to assess the facilities available for them and provide advice in relation to both internal and external sources of support.

## 14. Academic Honesty and Plagiarism

- 14.1 The work submitted by any student for assessment should be the individual work of that student, except where group submissions are permitted.
- 14.2 None of the following are acceptable and may result in disciplinary action:
- Cheating in assessments
  - Assisting others to cheat
  - Using any materials (including notes) not permitted in an assessment
  - Undertaking an assessment for someone else
  - Plagiarism
  - Colluding with another person to prepare an assessment which should be solely the work of an individual.

*As mentioned at Clause 11.1, a copy of the Students' Disciplinary Code is available from Learner Services.*

- 14.3 The College makes use (under licence) of an electronic similarity detection product/service (currently Turnitin). Students are required to submit (or agree the submission of) their work to this service as a condition of enrolment at the College (download the College's Plagiarism Policy at [www.abcol.ac.uk/plagiarism.html](http://www.abcol.ac.uk/plagiarism.html))

## 15. Absence

- 15.1 Leave of absence from classes will not normally be granted. Any such requests should be made to the relevant Sector or Department Manager. Should leave of absence not be granted but still taken this will be counted as an unauthorised absence.
- 15.2 Any absence due to illness should be notified to the appropriate Guidance Tutor as soon as possible using the agreed procedure for this.
- 15.3 Any absence due to illness of more than five College days is required to be certified in the normal manner by a medical practitioner and the certificate passed to the Guidance Tutor on return to College.
- 15.4 Any absence of 5 days or less may be self-certified through the Absence Notification Form. These forms are available from Guidance Tutors or Learner Services and should be passed to the Guidance Tutor on return to College. If completing an EMA Absence Notification you are also required to send a signed copy to Student Funding.

*Please note that Absence Notification on its own does not mean that bursary or hardship payments will automatically be paid. These payments will only be made in exceptional circumstances where attendance falls below the accepted level (currently 90%).*

- 15.5 Absences at the time of examinations or assessments must be immediately explained in writing or by a medical certificate to the appropriate Guidance Tutor.

## 16. Attendance and Punctuality

- 16.1 Students must be punctual and, furthermore, attendance at the College and where applicable, on placements, in each case, must be sufficient to fulfil the requirements of the course concerned. Poor attendance may have implications for a student's continuance on a course and receipt of grants and bursaries. Except where absence is authorised in exceptional circumstances, 100% attendance is expected from students. Attendance and absences are recorded on computerised registers which are kept for all classes. Students should be aware that it is the practice of the College to send a notification of absence and appointment request to the student's contact address following an unexplained absence. The College may contact you by electronic means (e.g. email and text) in connection with your course.

## 17. Progression

- 17.1 On College programmes of more than one year duration, progression to Year 2 (and subsequent years) is dependent on satisfactory performance in the previous year.

## 18. The Learning/Working Environment

- 18.1 Aberdeen College operates a no-smoking policy and smoking is prohibited in College buildings. Students are required to comply with the policy.
- 18.2 Litter bins are placed strategically throughout College premises. Students are requested to assist in ensuring that all litter is placed in these bins in order to maintain a litter free, safe and healthy working environment.
- 18.3 Students are expected to contribute to the maintenance of a suitable physical learning environment by treating all College buildings and property with due care and respect.

## 19. Insurance

- 19.1 No insurance cover is held by the College to provide automatic compensation to students in the event of loss or damage to property, personal accident, injury or death. It is the responsibility of each student to insure for personal accident cover, if felt appropriate.
- 19.2 The College does hold third party liability insurance which indemnifies the College with respect to claims from third parties, including students, who have suffered injury, illness, loss or damage arising from the negligence of the College or its employees. However, if there is no negligence, no claim would be accepted by the College or its Insurers.
- 19.3 This information is brought to your attention at this time in order that you may take whatever action you feel appropriate.

## 20. Safety and Health

- 20.1 All users of the College and its facilities share a responsibility for safety and therefore there is a need for students:
  - 20.1.1 To take personal responsibility for the safety and health of themselves and others
  - 20.1.2 To observe safe standards of behaviour, dress, protective clothing and footwear as required
  - 20.1.3 To familiarise themselves with the safety requirements of their course
  - 20.1.4 Not to interfere with equipment or materials provided to promote safety and health.
- 20.2 All fire regulations and instructions must be complied with fully. Students should familiarise themselves with the details found on notices and instructions situated on College premises.

- 20.3 Any student wilfully misusing, neglecting, damaging or interfering with devices provided for fire protection and safety and health will be liable to disciplinary action.

## 21. Medical Matters

- 21.1 Any student with any medical condition which requires extra support should see the Occupational Health Service at the beginning of term.
- 21.2 Students are responsible for monitoring their own health and particular medical conditions and for the supply and administering of any medication they may require.

## 22. Alcohol, Drugs and Substance Misuse

- 22.1 The College encourages the health and wellbeing of all students and wishes to minimise problems arising from the misuse of alcohol and drugs. The College will offer guidance and support to any students known to have an alcohol or drug related problem and assist them to seek appropriate help. However the College will report to the police all incidents involving the supply or taking of illegal substances on its premises, as required by the Misuse of Drugs Act 1971.

## 23. Computer Usage and Monitoring of Internet Access and Emails

- 23.1 Users of College computer equipment must only access Internet sites which are suitable as educational resources. In particular, sites containing any defamatory, inflammatory, discriminatory, obscene or pornographic material must not be accessed. Students are referred to the Aberdeen College Acceptable Use Policy. A breach of this policy may lead to disciplinary action being taken. Download the Aberdeen College Acceptable Use Policy at [www.abcol.ac.uk/about/policies-procedures.cfm](http://www.abcol.ac.uk/about/policies-procedures.cfm)

- 23.2 The College reserves the right to monitor and check, at any time, all email and Internet traffic to ensure that, all users are adhering to College policies, at all times. *By the acceptance of these Standard Terms and Conditions on enrolment, including the policy referred to in Clause 23.1, all users agree and consent to the monitoring of all email and Internet traffic generated by them.*

## 24. Copyright

- 24.1 Except to the extent authorised in the Copyright Policy for Students or by the author of the material, the copying of materials of any nature whether literary, artistic or musical in connection with College business on College premises or through the use of College equipment is prohibited. Download the College's copyright policy for students available from the following link [www.abcol.ac.uk/about/policies-procedures.cfm](http://www.abcol.ac.uk/about/policies-procedures.cfm)

## 25. Ownership and Intellectual Property

- 25.1 All users of the College and its facilities are required to comply with the Intellectual Property Policy, a copy of which is available from the Information & Booking Centre.
- 25.2 Any intellectual property rights arising in connection with any work produced by a student during the course of their studies at the College, unless specifically otherwise agreed in writing with the student, shall belong to the College and the student will take all such steps as are necessary (at the College's expense) to vest such rights in the College.

## 26. Confidentiality Obligations

- 26.1 While on work placements within the College, students may have access to information held by the College. All such information is to be treated as confidential by the student and should not be discussed or disclosed, except as required in the fulfilment of work placement duties. Students are forbidden from seeking to access information which is not directly required for the purpose of their work placement.

## 27. Data Protection

- 27.1 Students are referred to the College Data Protection Policy, a copy of which is available from the Information & Booking Centre.
- 27.2 The College takes its responsibilities under the Data Protection regulations seriously and respects the privacy of its students and staff. The College adopts such measures as it deems reasonable, from time to time, to ensure that all data is processed in accordance with the regulations.
- 27.3 Any individual may apply for a copy of their information held by the College (they may be charged a small fee), or to have corrections and amendments made to the information at any time. It is the responsibility of each individual to ensure that the information held by the College about them is accurate and up to date. Download the College's data protection policy for students available from the following link [www.abcol.ac.uk/about/policies-procedures.cfm](http://www.abcol.ac.uk/about/policies-procedures.cfm)

## 28. Entire Terms and Conditions of Study

28.1 These Terms and Conditions of Study, together with the College Policies, Codes and Regulations referred to herein, represent the entire policy of the College and supersede any previous policies, regulations and codes whatsoever. These Terms and Conditions of Study are correct at the time of going to print, but anyone wishing to ensure they have up to date information should check the College website.

General enquires and correspondence should be addressed to:

### Director of Finance

Aberdeen College, Gallowgate,  
Aberdeen AB25 1BN.

Copies of all policies referred to in this document are available free of charge on the College website or from the Information Centre, Gallowgate, Aberdeen AB25 1BN which is located in the main entrance of the College, Gallowgate Centre. It is open all year except for public holidays as follows:

Monday to Thursday 8.00am - 8.30pm  
Friday 8.00am - 5.00pm  
Saturday 9.00am - 1.00pm.

There is also a 24 hour answering facility:  
telephone: (01224) 612330  
or (01224) 612000 (main switchboard)  
fax: (01224) 612001  
email: [enquiry@abcol.ac.uk](mailto:enquiry@abcol.ac.uk)  
web: [www.abcol.ac.uk](http://www.abcol.ac.uk)

The information contained in this document, particularly relating to College Policies, Codes and Regulations, courses and fees was correct at the time of going to print but it is subject to alteration without notice. Anyone wishing to confirm any of the information should write to the enquiry address or check the College website which is regularly updated.

## Disability Statement

Aberdeen College is committed to ensuring that people with disabilities and people with learning difficulties are treated fairly.

We will, therefore, make reasonable adjustments to ensure that students with disabilities are not substantially disadvantaged.





# Clients' Charter

## Introduction

Aberdeen College is dedicated to strengthening links with its clients and to a programme of continuous improvement in its services.

The College provides a wide range of education and training services to the people and firms of Aberdeen City and the surrounding area. This Charter offers clients of the College a statement of the quality of service they can expect from the College as a right.

Aberdeen College has a major commitment to providing services free from discrimination on the grounds of ethnic or social origin, gender, disability, age, marital status, religion or nationality.

Our commitment is to providing both an effective and an efficient service which recognises the central role of the client. The College has held the Charter Mark continuously since 1994, attesting to that commitment. We intend to continue developing our customer services thereby strengthening our resolve to keep the client at the centre of all our activities.

As Scotland's largest further education college, it is not possible, here, to identify all the College's services or its plans for the future but detailed information is readily available in the College's marketing literature and its Business Plan.

## Our Approach to You

Although Aberdeen College is large, we believe that every client should be treated as an individual.

Therefore, in your dealings with the College, you:

- Will be treated with courtesy
- Will have full access to advice and guidance to ensure that your educational and training needs are met and your choices are informed ones
- Can expect to learn in safe, clean and well equipped surroundings appropriate to your course

- Will be offered the maximum choice of services, within reason, available to you
- Will be given as much responsibility and control over your learning as is reasonable
- Will have access to senior staff of the College should you have reason to complain about the services offered to you.

The College takes its responsibilities under the Data Protection and Freedom of Information Acts seriously.

The College respects the privacy of its students and staff and adopts such measures as it deems reasonable, from time to time, to ensure that all data is processed in accordance with the regulations. Any individual may apply for a copy of information about them held by the College (a small fee may be charged) or to have corrections or amendments made to the information at any time. It is the responsibility of each individual to ensure that the information held about them is accurate and up to date.

In accordance with Freedom of Information legislation, the College maintains a Publication Scheme, setting out the classes of information it publishes, the manner in which the information is published and details of any related charges. The Publication Scheme is accessible on the College website and can also be viewed at College libraries. Information not listed in the Publication Scheme can be requested, however certain exemptions under the Freedom of Information (Scotland) Act 2002 may apply.

The staff are here to assist you but please note that students who wish to discuss matters of a confidential nature will be referred to the appropriate person within the College's Learner Services team.

## Standards of Service

Aberdeen College will:

Require each member of staff to wear a name badge showing his/her role in the College and the team to which he/she belongs

- Deal with a personal enquiry at the College's Information and Booking Centre within ten minutes
- Provide a pre-entry guidance interview normally within five working days except during periods of high demand
- Deliver all College courses in line with the requirements of Her Majesty's Inspectorate of Education:
  - (a) There will be systematic planning of all courses
  - (b) Courses will be managed through Course Committees incorporating student representatives
  - (c) Students' opinions will be surveyed for each course
  - (d) There will be an annual review of each course.
- Reply to written correspondence including e-communications within five working days and acknowledge correspondence to which an answer is not readily available within five working days
- Acknowledge applications for full-time courses by letter, email or sms text within 7 working days
- Ensure that all letters are signed by a named person
- Where such a prior undertaking has been given, provide as much information as necessary to a student (or, where relevant, a sponsoring employer or agency) to gauge his/her progress.

In its financial dealings with clients and suppliers, Aberdeen College will:

- Pay agreed accounts or approved repayments (e.g. fees) within 30 days of receipt
- When payment in full cannot be made, notify a client or supplier within ten days of receipt, giving reasons for this course of action.

## Customer Care

To care for its clients as effectively as possible, Aberdeen College has established a Customer Care policy. The Student Support Services team provides a variety of services to meet the needs of clients. The College also actively recruits the best qualified and most experienced staff available. It is continuing a major effort of staff development to ensure that the skills of its staff match the developing needs of its customers. In addition, the College provides help to meet the specific curricular needs of its students, including those with disabilities, through its Learning Development Centre.

## Telephone Response Times

Most of the College is connected to a direct-dialling telephone system and this arrangement makes it difficult to set standard telephone response times (not every telephone can be manned all the time). When calls are made to the College's main switchboard number, they will be answered within 45 seconds during working hours. Exceptions to this rule include emergencies and peak enrolment times; at these times the College will make every effort to respond to telephone calls as rapidly as possible.

## Suggestions/Comments/Thank You

The College welcomes your comments and suggestions on our services. Suggestions/comments forms are on display at each College Centre Reception Office and completed forms should be placed in the box provided. Written comments will be acknowledged by the Head of Quality and Staff Development within five working days of receipt and a member of senior staff will respond to your suggestions and comments within ten working days. If you have received an excellent service we would like to hear from you either by letter/card or through completion of our 'Would You Like to Say Thank You?' forms. Students with disabilities have an additional opportunity to comment or provide suggestions on the service the College provides at the Disability Forum.

Each year, students within the College are given the opportunity to express their views on the effectiveness of College systems to the Principal and to members of the Senior Management Team, who conduct regular Student Discussion Groups with groups from all curricular areas.

These open forum meetings allow students to raise, directly with College management, any issues which may be of concern to them. These matters are noted and a deadline set for their resolution. Thereafter the issues are investigated by the relevant member of College staff, under the auspices of senior management, and once resolved, the results are fed back to the students by way of a formal letter containing confirmation of actions taken.

A Register of Actions is maintained to track progress on the issues raised at Student Discussion Groups. This spreadsheet based Register allows easy tracking of the issues which can be sorted by theme, curricular area, deadline or meeting chairman, for ease of reference. A Register of Positive Feedback is also maintained.

## Surveys of Clients' Views

Our Board of Management will be informed of suggestions, complaints and appreciative comments. We carry out regular surveys of clients' (students, trainees and employers) views and experiences of our service and will publish standard measures of our performance.

## Complaints Policy

- 01 Aberdeen College is committed to ensuring that all clients and customers receive the best possible service and we are anxious to respond to any problems quickly and remedy any defect as soon as possible.
- 02 We require all staff to be responsive to any difficulties encountered by students and other clients of the College. In particular we require teaching staff to develop a classroom atmosphere in which you can express your views openly and in which problems can be dealt with directly and immediately.
- 03 If anyone finds cause for complaint with any aspect of the service we offer you, please tell us by whatever means is most convenient, e.g. complaints form, telephone, letter, fax, email, face to face or through the website. Of course, we will regret the fact that we have been unable to meet your needs fully, but we also welcome the opportunity of investigating the problem, responding to you, and remedying any deficiency in our service. As a first stage (if you are a student) you should, if possible, report the problem to your lecturer or class tutor. If he/she cannot help you please complete a complaints form. These forms are available for your use at each College Centre Reception Office and should be left in the box provided.
- 04 Complaints will be logged on receipt and will be acknowledged within 5 working days of receipt and will be fully answered within 15 working days of receipt, unless otherwise noted in our initial response. The College will ensure that all complaints are treated in a confidential manner. To ensure that you are happy with the response you have received, a senior member of staff who has not been involved in the investigation will write to you after an interval of 3 weeks to find out if you are satisfied. Progress in dealing with each complaint will be monitored systematically.
- 05 The complaints procedure is administered by an independent consultant who is not an employee of the College. Aberdeen College is an equal opportunities college therefore all complaints are administered in compliance with the Data Protection Act and Freedom of Information Act. Complaints are also vetted, on a sample basis, by an independent panel, representatives of the College Chaplaincy Team.
- 06 (a) Should you remain dissatisfied with the outcome of the investigation into your complaint following both the initial response and the follow up contact you have a right to refer the matter to the Scottish Public Services Ombudsman where, as an aggrieved person, you believe you have sustained injustice or hardship as a result of maladministration or service failure.

(b) The Ombudsman may consider, in exceptional circumstances only, any complaint made more than 12 months after the date on which you found out about the matter.

(c) Contact may be made with the Ombudsman as follows:

**The Scottish Public Services Ombudsman**  
Freepost EH641  
Edinburgh EH3 0BR  
(Using a Freepost address means you will not have to pay for postage)

tel: 0870 011 5378  
text: 0790 049 4372  
fax: 0870 011 5379  
email: [enquiries@scottishombudsman.org.uk](mailto:enquiries@scottishombudsman.org.uk)

A complaints form is available on the Ombudsman's web site:  
[www.scottishombudsman.org.uk](http://www.scottishombudsman.org.uk)

- 07 An analysis of complaints is included in the College's Annual Review (available free from the College).
- 08 The College's approach to handling complaints will be drawn to the attention of students in a range of publications, including the Ultimate Guide and the Clients' Charter.



## Students' Code of Commitment

### Introduction

Students who enrol on courses with Aberdeen College are entering into a partnership with the College to further their education and training. A partnership involves both sides in rights and responsibilities. What Aberdeen College undertakes to do for you is set out in the previous Clients' Charter, additional copies of which are available from the College Information & Booking Centre.

- This code sets out what Aberdeen College expects from you in return.

### Good Behaviour

Students are expected at all times and in all dealings with staff and fellow students, to behave with care and consideration. The College's expectations of students in respect of behaviour relating to specific issues are outlined overleaf.

### Equal Opportunities

Aberdeen College is committed to promoting equality of opportunity for all its students and staff in all aspects of College life to ensure that no one is discriminated against on the grounds of race, colour, religion, sex, marital status, disability, age, social position or sexual orientation.

In becoming a member of the College community, students are expected to observe and adhere to the College's Equal Opportunities Policy and Code of Practice.

## Learning and Study

Students are expected to take full advantage of the opportunities for learning and study by:

- Attendance at all classes, tutorials, practical work and work placements
- Active participation in class and group activities
- Punctual completion of course work and assessments
- Ensuring that work submitted is the individual work of the student except where group submissions are part of an assessment
- Maintaining a standard of behaviour during teaching sessions which allows all class members to take part in, and benefit from, all learning opportunities
- Informing teaching departments and tutors at the earliest opportunity of any disability, illness or other circumstance which may affect attendance or assessment performance
- Using the opportunities offered to seek advice and guidance, whether of an academic or personal nature, during a course of study
- Co-operating with fellow students and members of staff in the development of an environment of partnership and understanding
- Contributing to the improvement of course content and presentation through co-operating in the completion of student course evaluation forms
- Communicating suggestions for the improvement of courses through student representatives on course committees, staff-student consultative committees and committees for the Board of Management.

## Health & Safety

[See Health & Safety section page 52]

## The Environment

Students are expected to contribute to the maintenance of a suitable physical learning environment by:

- Treating College buildings and their decoration with care and avoiding deliberate damage or defacement
- Treating classrooms and furnishings as part of their shared working environment - shared with other groups of students and with staff
- Using dining and common room areas with respect.

In the interest of your health and safety, Aberdeen College operates a No Smoking Policy.



## Students' Disciplinary Code

In general terms, disciplinary action against students in the College is limited to conduct which adversely affects the College's pursuit of its objectives and which infringes the rights of others.

The Disciplinary Code sets out what is considered to be unacceptable and procedures for disciplinary action.

### Introduction

Aberdeen College is committed to meeting the needs of students by providing high quality education and training in an environment conducive to learning. Further detail of this commitment is contained in the College's Clients' Charter. If you do not feel that the College is meeting its obligations under this Charter you are entitled to complain using the College's established Complaints Policy and procedure.

In return, the College expects a reasonable level of behaviour and commitment by individual students, relating to:

- Equal Opportunities
- Attitude to Learning and Study
- Health & Safety
- Respect for the College environment and facilities.

This should ensure that all students are able to derive the maximum benefit from their study. Further details of the College's expectations are provided in the Students' Code of Commitment.

This Students' Disciplinary Code has been developed to indicate the kinds of behaviour which are not acceptable and the action which may be taken by the College. This code applies to all enrolled students of the College except those on School/College link programmes (the disciplinary responsibility here lies with the Local Authority).

## Unacceptable Behaviour

In general terms, any failure to meet the requirements of the College's Students' Code of Commitment is unacceptable.

The following are examples of what the College considers to be unacceptable behaviours which may result in disciplinary action. It is not intended to be an exhaustive list of such behaviours.

- Physical or verbal abuse, or threat of abuse, of any person on College premises (or at College activities); or anyone employed by, or working on behalf of, the College
- Any form of harassment, or intimidation
- Possessing, selling, using or distributing controlled substances (i.e. 'drugs')
- Breaches of College fire and other health and safety regulations (including failure to comply promptly with evacuation procedures, and interference with safety notices and equipment)
- Theft or attempted theft of personal or College property
- All forms of dishonesty, including cheating, or plagiarism (academic dishonesty)
- Knowingly furnishing false information to the College
- Forgery, and alteration – or unauthorised use – of College documents with intent to defraud others or to misrepresent oneself
- Using, or trading in, alcohol on College property or at College activities, except where prior written permission is granted by the Principal
- Breaches of no-smoking policy and/or practices (e.g. smoking in unauthorised places)
- Unauthorised gambling in College premises or at College activities. (Authorisation can only be granted by the Principal and any request for authorisation must be made to the Principal, in writing)
- Wilfully damaging, or threatening to damage, any College property or facilities
- Accessing, handling or distributing any unacceptable material (e.g. pornographic or racist) either in electronic or paper media

- Unacceptable use of College IT systems to include breach of the College's Acceptable Use Policy
- Failure to seek the Principal's written approval before posting images of Aberdeen College itself, its staff, students or contractors to social networking or content sharing sites (except where such a posting is an agreed piece of student work approved by the delivering lecturer, can be identified as such and is time bound)
- Littering, defacing or destroying personal or College property
- Wilful disruption of College activities
- Breaches of College parking regulations or prohibitions
- Unauthorised entry to College premises or activities
- Refusing to depart from College premises when instructed to do so by an authorised member of College staff or any person contracted by the College e.g. security staff
- Wilfully encouraging others to commit any of the above acts
- Being arrested and/or charged or convicted of a criminal offence which, in the opinion of the College, would give rise to a legitimate concern that continued attendance at College may have an adverse effect on the work of the College, or pose an unacceptable risk to College staff or students or any others who regularly work in or attend the College.

Where the College considers an unacceptable behaviour unlawful the relevant authorities will be informed.

## Disciplinary Procedures: Informal Procedures

The College will usually try to deal with unacceptable behaviour by informal counselling and will normally use the formal disciplinary procedure when this counselling proves unsuccessful or is inappropriate in the circumstances.

### Stage 1

If a student's behaviour or performance does not reach the required standard a member of College staff will discuss the problem with the student.

### Stage 2

If a student's behaviour continues to be unacceptable a member of College staff will discuss the problem with the student and make a formal note of the discussion and any action agreed upon.

### Stage 3

If the student's behaviour or performance continues to be unacceptable, or where a serious offence is committed a member of College staff may take one of the following actions:

- (a) Issue a written warning to the student confirming that further offences will lead to the implementation of the formal disciplinary procedure
- (b) Refer the matter to the Associate Principal (Student Support Services) for consideration of implementation of the formal process.

Where appropriate the student may be suspended from College.

**Notes: Where the seriousness of the incident justifies it, stage 1 or stages 1 and 2 may be omitted. Any investigation as part of the process should be completed in a reasonable timescale with reference to the nature of any allegation.**

## Disciplinary Procedures: Formal Procedures

Within the College the Principal has overall responsibility for student discipline. The Associate Principal (Student Support Services) is responsible for the implementation of the formal disciplinary process.

If an issue is referred to the Associate Principal (Student Support Services), and if s/he concludes that the allegations of unacceptable behaviour are sufficiently serious then the student will be asked to attend a Disciplinary Hearing before a Disciplinary Committee.

If it has not happened already then where appropriate the Associate Principal (Student Support Services) may suspend the student.

In the event of the issue being concerned with unacceptable levels of attendance at classes, where there are no known mitigating circumstances, and in particular where the student is not making progress or recording achievement, action may be taken to exclude the student by the Associate Principal (Student Support Services) without a formal disciplinary hearing, but subject to the right of appeal detailed in this Code.

In the event of the issue being concerned with academic dishonesty e.g. plagiarism, the issue will be considered in the first instance by the relevant College manager. His/her decision will be subject to confirmation by the Associate Principal (Student Support Services) as will any decision to instigate the formal disciplinary process where relevant.

## Disciplinary Committee

The Disciplinary Committee normally comprises: a member of the College Senior Management Team, who will act as Chairperson; three members of the College's staff (unconnected with the alleged breach of discipline), including (if available) a member of the College's Learner Services Team; and (if available) one representative of Aberdeen College Students' Association.

Three constitutes a quorum, and the Chairperson has a vote. Cases will be decided by a simple majority of those present and voting (the chair will have a casting vote if necessary).

## Disciplinary Measures

In the event of the Disciplinary Committee deciding that the student's behaviour has been unacceptable, it can decide to impose any of the following disciplinary measures.

- 1 An oral warning notifying the student of the behaviour which is unacceptable and the consequences of repeated unacceptable behaviours.
- 2 A written warning, notifying the student of the behaviour which is unacceptable and the consequences of repeated unacceptable behaviours.
- 3 Removal of access to specified College facilities.
- 4 Dismissal from the College (the management of the College has the right not to admit as a student an individual who has previously been dismissed from the College).

If it is proved that the student has wilfully damaged College property or wilfully damaged or misappropriated College equipment, the College may seek financial compensation from the student.

## Conduct of Hearings:

Prior to the hearing - the student:

- Will receive written notification of the date, time and place of a hearing at least 5 working days before the date of the hearing (the College will work on the assumption that documents sent by first class post will be received within 24 hours)
- Will receive a written statement of the issue which the Disciplinary Committee will be considering, and a copy of this Students' Disciplinary Code
- Will be allowed access on request, in advance of the hearing, to any material evidence the Disciplinary Committee will be considering at the hearing

- May choose not to attend the hearing in which case it will be held in her/his absence
- May submit a written statement containing matters which s/he wishes to be discussed, whether or not s/he chooses to attend the hearing.

#### At the hearing - the student:

- May be accompanied by someone to advise her/him at the hearing, but that person may not speak for the student. The person may be a relative or friend or representative of the Students' Association. If the student chooses to exercise this right, s/he must advise the Associate Principal (Student Support Services) of his/her intention at least 2 working days before the hearing. Formal legal representation is not permitted, and an accompanying friend cannot be a qualified Solicitor or Advocate
- Has the opportunity to call witnesses on his/her behalf and, subject to the agreement of the Disciplinary Committee, to question witnesses called by others.

#### After the hearing - the student:

- Will receive written notification of the outcome of a hearing within 10 working days following the hearing. In the event that the decision of the committee is that the student has not behaved in an unacceptable way, written notification will be sent to her/him within 5 working days following the hearing.

#### Right of appeal - the student:

- Has the right to appeal to the Principal of the College against the decision of the Disciplinary Committee. The appeal must be sent in writing to the Principal within 10 working days of the date of notification of the results of the hearing. The only permitted grounds of appeal are that the process by which the hearing was conducted was flawed, or that the penalty imposed was disproportionate. The Principal (or in her/his absence a Vice Principal) will consider the appeal. There is no right to a further hearing although the Principal may

request that a person connected with the incident or the decision submit a written report or provide oral evidence. In the event that oral evidence is requested the student and his or her companion will be entitled to be present while the evidence is given. The Principal or his/her nominated representative will respond within 10 working days.

With the exception of the time allowed for an appeal timescales given in this Code are for guidance and may be varied where it is not possible to keep to them.

### Student Disciplinary Records

Any records of hearings or of disciplinary action taken against the student will be retained by the College under confidential cover and will not be provided to any third parties except where the College is required to comply with statutory and other legal provisions.

Electronic version of the Students' Disciplinary Code is available on the College website:  
[www.abcol.ac.uk/docs/disciplinary-code.pdf](http://www.abcol.ac.uk/docs/disciplinary-code.pdf)





## How You Are Assessed

This information is to help you understand how your work as a student will be assessed. If you are in any doubt about what is written here, please speak to your lecturer or to a member of the College's guidance staff who will be happy to help.

### General Information

Most of the courses offered by Aberdeen College are certificated by national awarding bodies. They can be roughly subdivided into two groups of courses.

The first group covers courses which are assessed entirely, or mainly, using an end-of-course (external) examination which is organised by the awarding body and marked outwith the College.

The second group covers courses which are mainly assessed on a continuous basis and do not include an external end-of-course examination. Most of the assessment of student work in these courses is undertaken by College staff. They are sometimes known as 'internally-assessed' courses.

A small number of courses are also offered by the College directly and are known as College Certificate courses.

### The Internal Assessment Stage

The majority of courses on offer are certificated by the Scottish Qualifications Authority (SQA), and assessments are often on a continuous basis, with the student being assessed on his/her learning at the end of each section or part of the work of his/her unit of study.

Many students find this approach to assessment less stressful than the more traditional end-of-year examination(s) because it allows them to be continuously assessed on parts of their work as they go along, rather than all of it at the end of their course.

Lecturers teaching a class of students assess learning as part of the unit of study. This approach is called 'internal assessment'. In other words, the teacher teaching a class also assesses the work of the students in that class.

### The Moderation Stage

So that assessments can be fair to all students, (whoever teaches them), internal assessments are checked by lecturers teaching the same, or similar, subjects.

Meetings are held at which students work from a number of classes, each taking the same or similar units of study, is compared. This is to ensure that common standards of assessment have been applied. This process is called 'moderation' (sometimes it is called 'internal moderation').

Occasionally, the judgement made by a class lecturer who first assesses a student's work is challenged at the moderation stage, in the interests of fairness, so that all student work can be assessed in the same way and to the same standard.

While this does not happen too often, a class lecturer's assessment of student work can be changed at the moderation stage by his/her colleagues, if they are of the view that the class lecturer's assessment has been too lenient (e.g. by passing student work which is not of the required standard) or if the lecturer's assessment has been too hard (e.g. he/she has failed student work which, in the moderation panel's view, is of pass standard).

The same is true of graded assessments. They, too, are subject to moderation and change.

The key point is that a class lecturer is not in a position to tell a student in his/her class whether or not work has passed or failed, following his/her assessment of the student's work, but before moderation has taken place. If your lecturer gives you 'feedback' on your assessment, he/she is trying to be helpful but you must not mistake informal feedback for the final decision on your work. Moderation of assessments can lead to changes. Your lecturer does not have the final decision on these matters (for the reasons noted).

## The Verification Stage

To be strictly correct, no one in the College can tell you whether or not your work has passed or failed. This is because the College is usually not the organisation awarding certificates. (The exception is when the course offered is a College Certificate one.) Only the awarding body (e.g. SQA) can certificate student work. Beyond the (internal) moderation of assessments of student work, awarding bodies check that colleges are assessing work appropriately.

This process is often called 'verification' or 'external verification' (to indicate that people from outside the College are involved). The verification process involves the awarding body carrying out checks on College staff's assessments of student work. This is done by sending 'verifiers' to the College, where they check assessments against national standards.

## Summary

To recap, if your work is being assessed internally it will normally be assessed first by your subject lecturer. Your work may then be assessed again at the internal moderation stage by other lecturers of the College to ensure fairness. It may then be assessed yet again by lecturers from other colleges or by staff of the body awarding the final certificate at the external verification stage. Only after the three stages have been completed can you be sure of your results, which will be sent to you by the awarding body, not the College.

Remember that with the exception of College Certificate courses, it is not for your lecturer to tell you whether or not you have passed or failed. He/she cannot tell you. All your subject lecturer can do is give you an idea of how he/she thinks you have done. His/her judgement of your work is not final. Telling you how you have done following an assessment which he/she has marked is only informal feedback, not the last word.

## External Examinations

A wide range of courses - especially professional courses - are assessed by means of an externally-set and externally-assessed examination. Of course, it is for the examining body to inform you of your progress and whether or not you have completed your course successfully. College lecturers are not in a position to tell you whether you have passed or failed until they have been informed by the examining body (usually at the same time as you will know directly from the examining body). If in doubt, please ask your lecturer about the procedures used.

## Appeals Against Assessment Results

Appeals will usually be dealt with in the normal course of returning work to students and giving them feedback about their performance.

If a student is not happy with the result of an assessment she/he should discuss it first with the lecturer concerned and after that, where relevant, with the appropriate Curriculum Manager or Team Leader.

If a student is not satisfied with the outcome, she/he can consider making a formal appeal to the Associate Principal (Student Support Services).

### Formal Appeals

In certain circumstances it may be possible for a student to appeal against:

- The non-award of a unit
- Withdrawal from an outcome, unit or whole course.

The only circumstances in which an appeal can be made are:

- Personal circumstances not known to the assessor
- Apparent irregularities or inconsistencies in assessment which may have affected the student's result or position.

It is expected that a student making an appeal will be prepared to produce evidence to substantiate the appeal.

### Procedure for Appeals

- 1 The Associate Principal (Student Support Services) will decide whether the grounds for appeal are allowable. If they are, he will arrange for the appeal to be heard within ten working days of the receipt of the appeal.

- 2 A student making an appeal will have the right to put her/his case personally and may choose to be accompanied by a representative or friend.
- 3 The result of the appeal will be notified in writing to the student and to the Sector Manager (and to the Assessment Committee in the case of Higher National courses).
- 4 Where required by the certificating body, decisions will be referred to, or notified to, the nominated representative of the body.

## External Exams

Most College courses are assessed on a continuous basis using internally set and marked assessments.

In cases where there is an external exam as well as, or instead of, the internal assessment, students must become familiar with the correct examination entry procedure. It is the responsibility of the student to ensure she/he is correctly presented for an examination by the closing date. It is therefore advisable to check these details with your tutor or the Examinations Office, tel: [01224 612126](tel:01224612126).

Students in receipt of a bursary, Education Maintenance Allowance (EMA) or enrolled as a fee waiver must show proof of this, dated within the last four weeks, at the time of examination enrolment to claim exemption from examination fees. Those students must also complete a fee waiver form.

Examination enquiries can be made to the Examinations staff who are based in the Information & Booking Centre at the main entrance of the Galloway Centre.

Examination Office hours are:  
8.30am to 5.00pm (Monday to Thursday)  
8.30am to 3.45pm (Friday)

## Accreditation of Prior Learning (APL)

Accreditation of Prior Learning (APL) is a service which makes use of your previous achievements, skills and knowledge to credit you with nationally recognised qualifications you may have previously been lacking. Your achievements are first identified, then matched to existing qualifications and finally assessed. A trained adviser will help you at all stages of the process.

### Who is it for?

Anyone who has built up knowledge or skills in one or more areas without obtaining paper qualifications.

### What can be credited?

Your past learning and practical achievements can be given credit as long as you can provide sufficient evidence to show that you can meet the standards of the qualifications you would be gaining.

### Where does it lead?

The qualification in which you are interested may be broken down into Units and Unit achievements which will be recorded on a certificate such as the Scottish Qualifications Certificate issued by Scottish Qualifications Authority (SQA). Your previous achievements may also provide credit towards Scottish Vocational Qualifications (SVQs) for a specific occupation or industry.

### How do I go about gaining credit?

The first step is to discuss this with your Guidance Tutor or Curriculum Manager/Team Leader who, if appropriate, will contact the College's APL Development Officer.

An initial interview will be set up to investigate your existing skills and knowledge and whether APL is the best route for you. You will then be referred to a subject specialist who will advise you on the best qualification to pursue. An action plan will also be drawn up.

## How do I actually gain an award?

There are three possible ways you may gain a qualification.

### 1 By gathering a portfolio of past work

This may be from courses previously taken or examples of work undertaken. It may include certificates gained, articles you have produced or photographs of articles produced. Testimonials from former employers may also prove acceptable.

### 2 By assessment on demand

Where you cannot prove the skills or knowledge you claim, it may be possible for you to take the assessments required to satisfy the course requirements. This is possible where an adviser is satisfied you have the ability to pass the assessment with no further tuition.

### 3 By credit transfer

This applies if you already possess a qualification and require it to be credited in the new competency-based awards style. In some cases this can be done relatively quickly but it is often difficult to credit examination-based awards dating back many years unless you can prove you have been using the skills or knowledge in the intervening period.

## What will it cost?

The cost of APL will vary depending on the number of awards being attempted and whether someone has to visit you to observe you carrying out certain tasks. Generally, you can keep down costs by gathering as much evidence as possible to prove your claim to learning.



## Student Guide to Computer Use - Aberdeen College

As a student of Aberdeen College you have agreed to abide by the Acceptable Use Policy. A copy of this is available from the IT Centre reception. If you break these regulations, you may be subject to disciplinary action, which could include withdrawal of access to computer facilities or dismissal from the College. If in doing so you also break the law, then the matter will be referred to the Police.

In order to ensure that the educational objectives of the College are being fulfilled, and that computing facilities are not being misused, the College reserves the right to monitor the use of PCs.

The following is a brief guide to your obligations to the College and to other users:

### Use of Computer Facilities

College computer facilities are provided for formal and informal educational use only. Under no circumstances should they be used for commercial purposes such as running a business.

### Social Software

The recreational use of chat systems and social software (such as Bebo and MySpace) can be very time-consuming and therefore wasteful of College resources. The use of these systems within the College is not acceptable unless used as part of supervised class work under the direction of your lecturer or instructor. The College may take technical measures in order to prevent access to certain services. Students should not try to circumvent these measures, for example by accessing proxy servers.

Access to other services, such as YouTube, may be allowed for certain College subjects. Again, this should be for educational use only, as advised by your lecturer or instructor. Recreational use of these systems is not acceptable. If you are in any doubt over the use of a particular Internet service, your lecturer or instructor will be able to advise.

### User ID and Password

If you are given a user ID and password as part of your course, you must keep them secret. You must not allow them to be used by other students. You should not use anyone else's user ID or password. You must not harm, modify or destroy the work of other users.

### Email

As part of a course, you may be given access to electronic mail. You will have a 'mailbox' on the email system that is solely for your own use. You must not allow others to use your mailbox. You should not use anyone else's mailbox. You must not read email intended for another user without their permission. Personal use of email is permitted provided that it does not impinge in any way on class/study time or involve unacceptable content.

## Games

The use of computer games forms part of some courses. In addition, there are educational resources that take the form of games. This type of use is acceptable. Like chat rooms however, extensive use of College facilities simply for game-playing ties up computers which could otherwise be put to better use. The use of College facilities for playing games other than those of a specific educational benefit is not allowed.

## Unauthorised Access ('Hacking')

You must not try to obtain unauthorised access either to facilities on the College system or, through the Internet, to other systems.

## Unacceptable Materials

You must not use the Internet to access, download, distribute, read or retain for a screen saver, material of an unacceptable nature. These include Internet sites that promote racism, sexism, religious intolerance, homophobia, political violence or show images of nudity, or of a sexual nature, or contain explicit dialogue.

## Downloading of Software

You must not download or install software from the Internet on College computers unless this is a specific part of your course. If this is the case, your lecturer will have obtained clearance for you to do so. You should not install software obtained from other sources such as friends or computer magazines. If you feel a particular piece of software would be a useful addition to College facilities, you can place a suggestion in a College suggestion box or talk to one of the IT staff.

## Web Pages

All pages to be uploaded to the World Wide Web as part of a course must be seen first by your lecturer. Unauthorised uploading of pages is not permitted.

## Copyright

You must not use or copy copyright material without the express permission of the copyright holder. Talk

to your lecturer if you are not sure how you would go about getting permission.

## Netiquette

Netiquette is good manners for the Internet. You may learn about Netiquette as part of a course. In general you should be polite to other Net users. You should avoid aggressive language, or language and behaviour which might upset another user. You must not use offensive language on the Internet.

## Viruses

You must not deliberately put viruses onto College computer systems. Do not use disks that might have been infected with a virus. If a machine you are using identifies that a virus has been introduced onto the system, you must tell an appropriate member of the College staff immediately.

## Safe Surfing

For your own safety, and that of other users, you should not reveal your personal address or phone number to anyone on the Internet. You must not reveal the details of other users. If you feel that you are being harassed by anyone on the Internet, you should report this immediately to a lecturer or directly to a member of the IT staff. Where possible, you should keep evidence such as copies of electronic mail messages.

## Quality of Information on the Internet

The quality of information on the Internet varies. Please talk to your lecturer if you are unsure of using information from the Internet as part of your course work. Information obtained from the Internet is used at your own risk.

## Software Theft

Students must not copy software from the College's computer systems, whether this is for their own personal use, for resale or for exchange.

If any person finds evidence that College regulations have been broken, they should inform a member of the College staff.

## Plagiarism

Plagiarism means copying someone else's work and passing it off as your own. If you plagiarise someone else's work as part of an assessment you are cheating, and this is a matter taken very seriously by the College. Aberdeen College uses software to detect plagiarism and will take disciplinary action against those who do it. When you submit your work for assessment it will be checked against: the Internet; books and journals; and other students' work (from Aberdeen College and other colleges and universities).

Plagiarism is:

- Copying word for word (from books, journals, the Internet or other students)
- Copying with slight changes (i.e. not exactly word for word)
- Copying photographs, pictures, diagrams, videos, sound files etc.
- Copying facts, tables, statistics etc.

...without proper acknowledgement.

To avoid being accused of plagiarism when you quote a small part of someone else's work, learn how to reference properly – your Lecturer or Guidance Tutor can help. They can also tell you more about College policy on plagiarism and cheating.

You can find the full College Plagiarism Policy online at <http://www.abcol.ac.uk/plagiarism.html> or on the Student Portal.

## Student Guide to the use of Web 2.0 Technologies

Aberdeen College is committed to the use of new technologies, including those which have come to be known as Web 2.0

### What is Web 2.0?

Web 2.0 is a term which is often used to describe social networking and content sharing software. This makes it easy for users to communicate with other or to create and upload their own material to an Internet site. Examples of this type of software are blogs, wikis and sites such as MySpace, Facebook or YouTube.

You may already be using tools like this at home and the College recognises that they can be just as useful in your College work. You may be asked to use one of these tools as part of your College course. A member of College staff will go over the rules involved in using this technology so if you are unsure in any way, please talk to your lecturers.

**Note that unless it's a mandatory part of your course, images of Aberdeen College, its staff, students or contractors must not be posted without the written permission of the College Principal.**

# Health & Safety

All students and staff of the College share a legal responsibility for safety and are encouraged to:

- Take personal responsibility for the health and safety of themselves and others
- Observe safe standards of behaviour, dress, protective clothing and footwear as required by the course or designated area/location
- Make themselves familiar with the safety requirements of their course
- Not interfere with equipment or materials provided to promote health and safety.

## Fire Procedure

All fire regulations and instructions must be complied with fully. Students should make themselves familiar with the detailed fire notices and instructions displayed in rooms/corridors throughout the College.

### Gallowgate and Altens Centres

The Gallowgate and Altens Centres have a two-tier fire alarm system. On hearing an intermittent pulse, students are required to stay in their location but be prepared to evacuate the building. On hearing a continuous alarm, the procedure overleaf for all centres should be followed.

### All Centres

On the sounding of a fire alarm (i.e. the continuous sound of a siren) the following procedure will be observed:

- All doors must be closed
- Each class will accompany the lecturer/instructor/guidance tutor by the appropriate route to the assembly point, where the roll will be called from the register
- Lifts must not be used. Students must not willfully misuse, neglect, damage or interfere with devices provided for fire protection and health and safety. Any student doing so will be liable to prosecution.

## Emergency Procedures

In all cases, it is important that immediate action is taken to initiate appropriate emergency procedures. During normal class contact hours the member of staff will deal with emergency matters. During lunch time or outwith class contact hours, students should seek immediate help from an available member of staff, including security. If immediate help is not available then students should use their own initiative.

All students should be aware of the location of the first aid facilities within the area they are using (notices are displayed in rooms/corridors throughout the College).

## Smoking & Litter

### Smoking

Aberdeen College operates a No Smoking Policy and smoking is prohibited in College buildings. Students are required to comply with the policy. A complete ban on no smoking in all public buildings was introduced in Scotland on the 26th March 2006 by The Scottish Executive.

### Litter

Litter bins and bins for recycling paper, plastics and bottles are placed strategically throughout the College premises. Students are requested to assist in ensuring that all litter is placed in these bins in order to maintain a litter-free safe and healthy working environment.

# College Locations

Located on the North East coast of Scotland, Aberdeen is very easy to get to by road, rail, sea and air.

## Road

### From the South

The main A90 dual carriageway links Aberdeen to the motorway network of central Scotland. From there, you have easy access to Edinburgh, Glasgow and the main motorways of England. Long distance bus services link Aberdeen with most major cities in the UK.

### From the North

The A96 links Aberdeen from Inverness, the Highlands and Northern Scotland.

## Rail

Aberdeen is on the rapid east coast line which offers frequent daily train services to Dundee, Edinburgh, Glasgow, London and other cities in England. There is also a regular train service to Inverness and Northern Scotland.

## Sea

NorthLink Ferries run regular services between Aberdeen, Shetland and Orkney.

## Air

Aberdeen Airport is served by domestic flights from London, Manchester, Birmingham, Newcastle and most major UK cities. Aberdeen may be reached from cities throughout the world via the two major international flight centres of London and Amsterdam.

## College Centres

Aberdeen College operates from five teaching centres. All the centres are accessible via First Group or Bluebird bus services. Up-to-date information on routes may be obtained directly from the bus companies or from the College's Information & Booking Centre at the Gallowgate Centre.

**Gallowgate Centre** is the main College administration and teaching centre. It is situated in the heart of the city with easy access to local bus routes and the main national bus and railway stations.

**Clinterty Centre** is outwith Aberdeen city, approximately nine miles from the city centre, south of Blackburn village and approximately one mile west of the main Aberdeen to Inverness road.

**Gordon Centre** is at the Bridge of Don on the main Aberdeen to Ellon road, not far from the Aberdeen Exhibition & Conference Centre.

**Altens Centre** is based at Hareness Road within Altens Industrial Estate adjacent to Wellington Road, which forms the beginning of a main arterial route to Stonehaven and the south, exiting Aberdeen via the harbour area.

**Minto Centre** is situated near Altens Centre on Minto Avenue.

Maps of Aberdeen College centres and locations are available on the College website, please visit: [www.abcol.ac.uk/contact/maps.cfm](http://www.abcol.ac.uk/contact/maps.cfm)



# Academic Calendar 2009-2010

Students & lecturing staff holidays

## August 2009

M	03	10	17	24	31
T	04	11	18	25	
W	05	12	19	26	
T	06	13	20	27	
F	07	14	21	28	
S	01	08	15	22	29
S	02	09	16	23	30

## September 2009

M	07	14	21	28	
T	01	08	15	22	29
W	02	09	16	23	30
T	03	10	17	24	
F	04	11	18	25	
S	05	12	19	26	
S	06	13	20	27	

## October 2009

M	05	12	19	26	
T	06	13	20	27	
W	07	14	21	28	
T	01	08	15	22	29
F	02	09	16	23	30
S	03	10	17	24	31
S	04	11	18	25	

## November 2009

M	02	09	16	23	30
T	03	10	17	24	
W	04	11	18	25	
T	05	12	19	26	
F	06	13	20	27	
S	07	14	21	28	
S	01	08	15	22	29

## December 2009

M	07	14	21	28	
T	01	08	15	22	29
W	02	09	16	23	30
T	03	10	17	24	31
F	04	11	18	25	
S	05	12	19	26	
S	06	13	20	27	

## January 2010

M	04	11	18	25	
T	05	12	19	26	
W	06	13	20	27	
T	07	14	21	28	
F	01	08	15	22	29
S	02	09	16	23	30
S	03	10	17	24	31

## February 2010

M	01	08	15	22	
T	02	09	16	23	
W	03	10	17	24	
T	04	11	18	25	
F	05	12	19	26	
S	06	13	20	27	
S	07	14	21	28	

## March 2010

M	01	08	15	22	29
T	02	09	16	23	30
W	03	10	17	24	31
T	04	11	18	25	
F	05	12	19	26	
S	06	13	20	27	
S	07	14	21	28	

## April 2010

M	05	12	19	26	
T	06	13	20	27	
W	07	14	21	28	
T	01	08	15	22	29
F	02	09	16	23	30
S	03	10	17	24	
S	04	11	18	25	

## May 2010

M	03	10	17	24	31
T	04	11	18	25	
W	05	12	19	26	
T	06	13	20	27	
F	07	14	21	28	
S	01	08	15	22	29
S	02	09	16	23	30

## June 2010

M	07	14	21	28	
T	01	08	15	22	29
W	02	09	16	23	30
T	03	10	17	24	
F	04	11	18	25	
S	05	12	19	26	
S	06	13	20	27	

## July 2010

M	05	12	19	26	
T	06	13	20	27	
W	07	14	21	28	
T	01	08	15	22	29
F	02	09	16	23	30
S	03	10	17	24	31
S	04	11	18	25	

# July/August 2009

27

Monday

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28

Tuesday

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29

Wednesday

---

30

Thursday

---

31

Friday

Official Start for Academic Year 2009/10

---

01

Saturday

---

02

Sunday

---

03

Monday

04

Tuesday

05

Wednesday

06

Thursday

07

Friday

08

Saturday

09

Sunday

# August 2009

10

Monday

---

11

Tuesday

---

12

Wednesday

---

13

Thursday

---

14

Friday

---

15

Saturday

---

16

Sunday

---

17

Monday

Teaching staff return from holiday

18

Tuesday

19

Wednesday

20

Thursday

21

Friday

22

Saturday

23

Sunday

# August/September 2009

Full-time students first attendance during this week for induction

24

Monday

---

25

Tuesday

---

26

Wednesday

---

27

Thursday

---

28

Friday

---

29

Saturday

---

30

Sunday

---

31

Monday

01

Tuesday

02

Wednesday

03

Thursday

04

Friday

05

Saturday

06

Sunday

# September 2009

Full-time/part-time day & evening students [Block 1/Week 2](#)

07

Monday

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08

Tuesday

---

09

Wednesday

---

10

Thursday

---

11

Friday

---

12

Saturday

---

13

Sunday

---

Full-time/part-time day & evening students [Block 1/Week 3](#)

14

Monday

15

Tuesday

16

Wednesday

17

Thursday

18

Friday

EMA payment

19

Saturday

20

Sunday

# September/October 2009

Full-time/part-time day & evening students [Block 1/Week 4](#)

21

Monday

Evening students 16-week [Block 1 commences](#)

22

Tuesday

23

Wednesday

24

Thursday

25

Friday

Local Holiday

26

Saturday

27

Sunday

Full-time/part-time day & evening students [Block 1/Week 5](#)

28

Monday

Local Holiday  
Bursary payment

29

Tuesday

30

Wednesday

01

Thursday

02

Friday

EMA payment

03

Saturday

04

Sunday

# October 2009

Full-time/part-time day & evening students [Block 1/Week 6](#)

05

Monday

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06

Tuesday

---

07

Wednesday

---

08

Thursday

---

09

Friday

---

10

Saturday

---

11

Sunday

---

Full-time/part-time day & evening students [Block 1/Week 7](#)

12

Monday

13

Tuesday

14

Wednesday

15

Thursday

16

Friday

EMA payment

17

Saturday

18

Sunday

# October/November 2009

19

Monday

First day of mid-term holiday

20

Tuesday

21

Wednesday

22

Thursday

23

Friday

24

Saturday

25

Sunday

Full-time/part-time day & evening students [Block 1/Week 8](#)

26

Monday

Students return to College  
Bursary payment

27

Tuesday

28

Wednesday

29

Thursday

30

Friday

EMA payment

31

Saturday

01

Sunday

# November 2009

Full-time/part-time day & evening students [Block 1/Week 9](#)

02

Monday

---

03

Tuesday

---

04

Wednesday

---

05

Thursday

---

06

Friday

---

07

Saturday

---

08

Sunday

---

Full-time/part-time day & evening students [Block 1/Week 10](#)

09

Monday

10

Tuesday

11

Wednesday

12

Thursday

13

Friday

EMA payment

14

Saturday

15

Sunday

# November 2009

Full-time/part-time day & evening students [Block 1/Week 11](#)

16

Monday

17

Tuesday

18

Wednesday

University Progression Day  
10.00am – 3.00pm

19

Thursday

20

Friday

21

Saturday

22

Sunday

Full-time/part-time day & evening students [Block 1/Week 12](#)

23

Monday

Bursary payment

24

Tuesday

25

Wednesday

26

Thursday

27

Friday

EMA payment

28

Saturday

29

Sunday

# November/December 2009

Full-time/part-time day & evening students [Block 1/Week 13](#)

30

Monday

St. Andrew's day

01

Tuesday

02

Wednesday

03

Thursday

04

Friday

05

Saturday

06

Sunday

Full-time/part-time day & evening students [Block 1/Week 14](#)

07

Monday

08

Tuesday

09

Wednesday

10

Thursday

11

Friday

EMA payment

12

Saturday

13

Sunday

# December 2009

Full-time/part-time day & evening students [Block 1/Week 15](#)

14

Monday

15

Tuesday

16

Wednesday

17

Thursday

18

Friday

EMA payment

19

Saturday

20

Sunday

21

Monday

First day of Christmas holiday

Bursary payment

22

Tuesday

23

Wednesday

24

Thursday

25

Friday

Christmas day

26

Saturday

Boxing day

27

Sunday

# December/January 2009/2010

28

Monday

---

29

Tuesday

---

30

Wednesday

---

31

Thursday

---

01

Friday

New Year's day

---

02

Saturday

---

03

Sunday

---

Full-time/part-time day & evening students [Block 1/Week 16](#)

04

Monday

05

Tuesday

Students return to College

06

Wednesday

07

Thursday

08

Friday

EMA payment

09

Saturday

10

Sunday

# January 2010

Full-time/part-time day & evening students [Block 1/Week 17](#)

11

Monday

12

Tuesday

13

Wednesday

14

Thursday

15

Friday

UCAS submission Route A, deadline

16

Saturday

17

Sunday

18

Monday

Bursary payment

19

Tuesday

20

Wednesday

21

Thursday

22

Friday

23

Saturday

24

Sunday

# January/February 2010

Full-time/part-time day & evening students [Block 1/Week 19](#)

25

Monday

26

Tuesday

27

Wednesday

28

Thursday

29

Friday

EMA payment

30

Saturday

31

Sunday

Full-time/part-time day & evening students [Block 2/Week 1](#)

01

Monday

Evening students 16 week [Block 2 commences](#)

02

Tuesday

03

Wednesday

04

Thursday

05

Friday

06

Saturday

07

Sunday

# February 2010

Full-time/part-time day & evening students [Block 2/Week 2](#)

08

Monday

09

Tuesday

10

Wednesday

11

Thursday

12

Friday

EMA payment

13

Saturday

14

Sunday

St. Valentine's day

15

Monday

Bursary payment

16

Tuesday

17

Wednesday

18

Thursday

19

Friday

20

Saturday

21

Sunday

# February/March 2010

Full-time/part-time day & evening students [Block 2/Week 4](#)

22

Monday

---

23

Tuesday

---

24

Wednesday

---

25

Thursday

---

26

Friday

EMA payment

---

27

Saturday

---

28

Sunday

---

01

Monday

St. David's day

02

Tuesday

03

Wednesday

04

Thursday

05

Friday

06

Saturday

07

Sunday

UCAS submission Route B, Advisory deadline

# March 2010

Full-time/part-time day & evening students [Block 2/Week 6](#)

08

Monday

09

Tuesday

10

Wednesday

11

Thursday

12

Friday

EMA payment

13

Saturday

14

Sunday

Full-time/part-time day & evening students [Block 2/Week 7](#)

15

Monday

Bursary payment

16

Tuesday

17

Wednesday

St. Patrick's day

18

Thursday

19

Friday

20

Saturday

21

Sunday

# March/April 2010

Full-time/part-time day & evening students [Block 2/Week 8](#)

22

Monday

23

Tuesday

24

Wednesday

UCAS submission Route B, deadline

25

Thursday

26

Friday

EMA payment

27

Saturday

28

Sunday

29

Monday

First day of Easter holiday

30

Tuesday

31

Wednesday

01

Thursday

02

Friday

Good Friday

03

Saturday

04

Sunday

# April 2010

05

Monday

Easter Monday

06

Tuesday

07

Wednesday

08

Thursday

09

Friday

EMA payment

10

Saturday

11

Sunday

Full-time/part-time day & evening students [Block 2/Week 09](#)

12

Monday

Students return to College  
[Bursary payment](#)

13

Tuesday

14

Wednesday

15

Thursday

16

Friday

17

Saturday

18

Sunday

# April/May 2010

Full-time/part-time day & evening students [Block 2/Week 10](#)

19

Monday

Local holiday

20

Tuesday

21

Wednesday

22

Thursday

23

Friday

St. George's day

24

Saturday

25

Sunday

26

Monday

27

Tuesday

28

Wednesday

29

Thursday

30

Friday

01

Saturday

02

Sunday

# May 2010

Full-time/part-time day & evening students [Block 2/Week 12](#)

03

Monday

May Day holiday

04

Tuesday

05

Wednesday

06

Thursday

07

Friday

EMA payment

08

Saturday

09

Sunday

10

Monday

Bursary payment

11

Tuesday

12

Wednesday

13

Thursday

14

Friday

15

Saturday

16

Sunday

# May 2010

Full-time/part-time day & evening students [Block 2/Week 14](#)

17

Monday

18

Tuesday

19

Wednesday

20

Thursday

21

Friday

EMA payment

22

Saturday

23

Sunday

24

Monday

25

Tuesday

26

Wednesday

27

Thursday

28

Friday

29

Saturday

30

Sunday

# May/June 2010

Full-time/part-time day & evening students [Block 2/Week 16](#)

30

Monday

Evening students 16 week [Block 2 ends](#)

01

Tuesday

02

Wednesday

03

Thursday

04

Friday

EMA payment

05

Saturday

06

Sunday

07

Monday

Bursary payment

08

Tuesday

09

Wednesday

10

Thursday

11

Friday

12

Saturday

13

Sunday

# June 2010

Full-time/part-time day & evening students [Block 2/Week 18](#)

14

Monday

15

Tuesday

16

Wednesday

17

Thursday

18

Friday

EMA payment

19

Saturday

20

Sunday

Full-time/part-time day & evening students [Block 2/Week 19](#)

21

Monday

Full-time/part-time day & evening students [Block 2 ends](#)

22

Tuesday

23

Wednesday

24

Thursday

25

Friday

26

Saturday

27

Sunday

# June/July 2010

Resulting week

28

Monday

---

29

Tuesday

---

30

Wednesday

---

01

Thursday

---

02

Friday

---

EMA payment

03

Saturday

---

04

Sunday

---

05

Monday

Start of summer holiday

06

Tuesday

07

Wednesday

08

Thursday

09

Friday

10

Saturday

11

Sunday

# July 2010

12

Monday

Local holiday

13

Tuesday

14

Wednesday

15

Thursday

16

Friday

17

Saturday

18

Sunday

19

Monday

20

Tuesday

21

Wednesday

22

Thursday

23

Friday

24

Saturday

25

Sunday

# July/August 2010

26

Monday

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27

Tuesday

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28

Wednesday

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29

Thursday

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30

Friday

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31

Saturday

Official end-date for Academic Year 2009/10

01

Sunday

Official start-date for Academic Year 2010/11

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02

Monday

03

Tuesday

04

Wednesday

05

Thursday

06

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07

Saturday

08

Sunday



Handwriting practice lines consisting of 12 horizontal dashed teal lines.

# Addresses

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# College Contacts

## Acting Principal

### Vice Principal & Directors

- Vice Principal
- Director of Learning & Teaching

### Associate Principals

- Associate Principal
- Associate Principal (Data Management & Student Administration)
- Associate Principal
- Associate Principal (Student Support Services)

### Sector Managers

- Business, Computing & Land Based
- Creative Industries, Sport & Languages
- Engineering & Construction
- Service Industries & Social Sciences

### Other College Personnel

- Design, Publicity & Advertising Manager
- Environmental & Sustainability Manager
- European Projects Co-ordinator
- Flexible Learning Manager
- Guidance & Support Manager
- Head of Access & Inclusion
- Head of Community & Lifelong Learning
- Head of Learner Services
- Health & Safety Manager
- IT Centre & Libraries Operations Manager
- Marketing, Media, PR & Events Manager
- Multimedia Centre Manager
- Quality Manager

### Useful Numbers

- College Switchboard
- Community & Lifelong Learning
- Flexible Learning Department
- Information & Booking Centre
- IT Centre
- Learner Services Reception
- Learning Development Centre
- Library

## Roddy Scott

Alison Hay  
Rob Wallen

Robert Bellfield  
Charlie Deane  
Sandra Walker  
Frank Hughes

Alisdair Duncan  
Susie MacKenzie Brooks  
David Brooks  
Bill Rattray

Ian McDougall  
Gillian Forshaw  
Bill Stalker  
Raymond Lovie  
Graeme Swanson  
Stephen Edgar  
Joan Thorne  
Susan Betty  
Colin Beattie  
Kelly Hilton  
Rhonda Fraser  
Paul Adderton  
Susan Grant

612000  
0800 027 0405 (Freephone)  
612603  
612330  
612260  
612284  
612142  
612138

N.B. You can email the above contacts by emailing: [enquiry@abcol.ac.uk](mailto:enquiry@abcol.ac.uk)  
- your email will be directed to the appropriate person.

The national telephone code for Aberdeen is 01224. If telephoning the College from overseas, dial UK Country Code +44 1224 612000. Web: [www.abcol.ac.uk](http://www.abcol.ac.uk) • Email: [enquiry@abcol.ac.uk](mailto:enquiry@abcol.ac.uk)

## **ABERDEENCOLLEGE®**

is committed to ensuring that people with disabilities and people with learning difficulties are treated fairly.

We will, therefore, make reasonable adjustments to ensure that students with disabilities are not substantially disadvantaged.

Aberdeen College is committed to the promotion of equality and the elimination of unlawful discrimination. Copies of the College's Equality and Diversity Policy and its Race, Gender and Disability Schemes are available on the College website.

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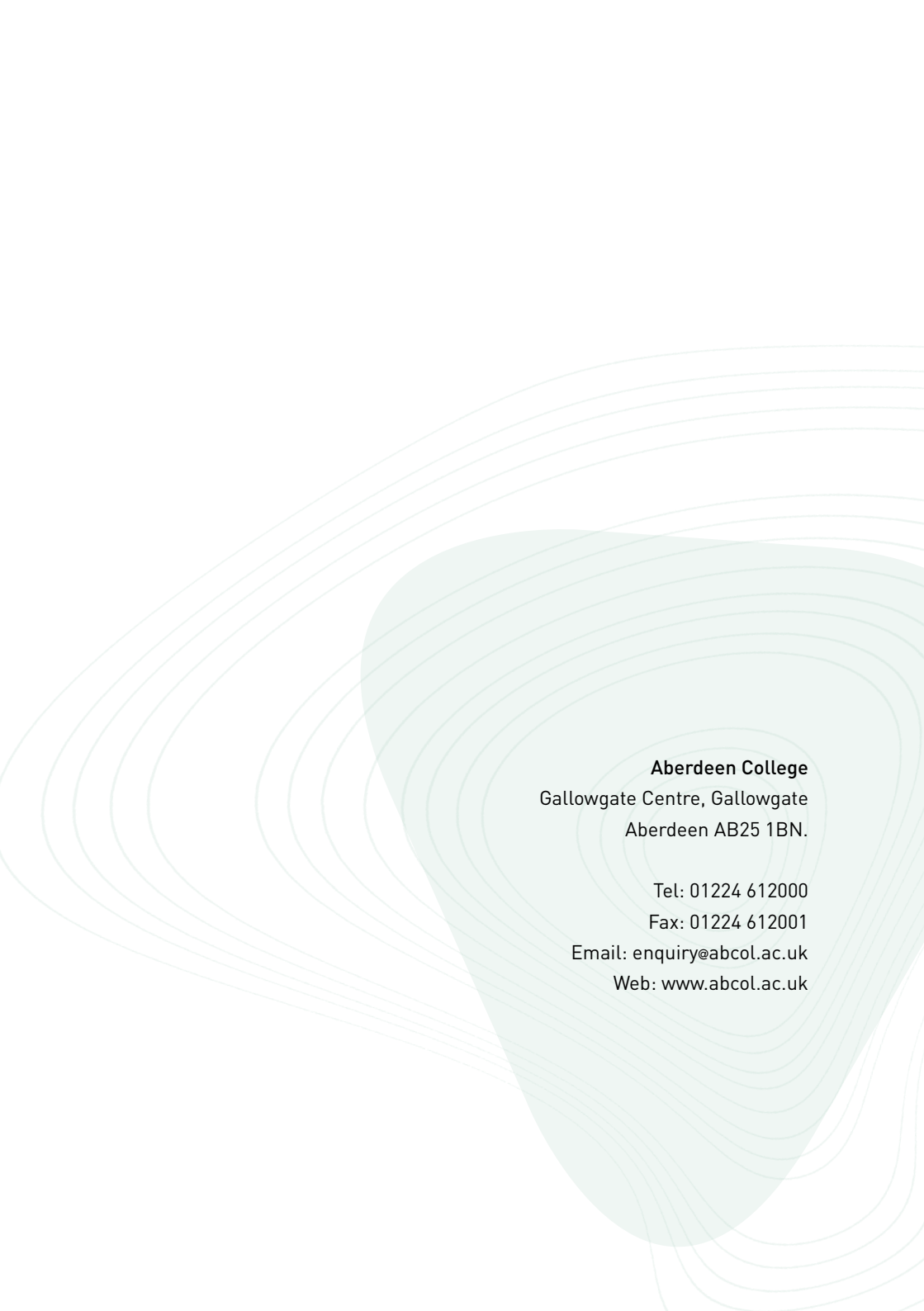
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