

# A-Z Student Guide

Essential Information 2021-22



UK | DUBAI | MALAYSIA

## Introduction

This A to Z guide aims to provide you with essential information about the support and resources available to you as a Heriot-Watt student.

It is not meant to be exhaustive, so if it does not answer your question you should seek the assistance of your personal tutor in the first instance. Please remember that there are a range of support services in the University that are here to help you and you don't need to struggle through on your own.



This guide is arranged alphabetically under four thematic headings:

## **Learning and Teaching**

**This covers issues related to your academic study.**

## **Supporting Success**

**This covers issues relating to student life in general and the support resources available to help**

## **Our Community**

**As a Heriot-Watt student you are part of a community where we value and draw strength from our diversity, and from the range of different experiences which have brought us together.**

**This section helps you to find out about events, activities and opportunities for you to meet new people and get to know other students.**

## **Developing Your Skills**

**It's not just knowledge of your subject that you acquire as a student, you will develop an range of skills that will not only help you study, but also help in everyday life. You will also develop skills which will help you get a job and develop your career.**

Clicking on the links in each section below allows you to find relevant information on the student web pages. Please make sure that you check myHWU the Student Portal and the University web pages throughout the year for the most up-to-date information.

# Learning and Teaching

## Learning and Teaching

### [Academic Appeals](#)

An academic appeal is a formal request by a student for the review of a decision made by the University on the student's progression, assessment or academic award. There are [valid and invalid grounds](#) for an appeal. Appeals cannot be made on the basis of academic judgment (for example, thinking that your work deserves a higher grade). You are strongly advised to seek advice before starting an appeal, and to try and seek an informal resolution before making a formal appeal

### [Assessment](#)

Assessment is an essential part of learning at university. Make sure you are aware of the guidelines and regulations around University assessment.

### [Assessment Feedback](#)

Heriot-Watt University aims to support students in becoming confident, independent learners; feedback is a key part of the student learning experience, as it is designed to help students to learn and improve. It's also important to know [what to do with the feedback](#) when you receive it. Please also see this guide: [Making the Most of Assessment and Feedback: A Guide for Students](#)

### [Assessment Results](#)

Once your course results have been released, you will automatically be sent an email (to your Heriot-Watt email address) to inform you that new assessment results are available online to view/download via the [Student Self-Service](#). Guidance is available on the [results and the grading system](#) used by the University.

### [Changing Your Course](#)

If you wish to change your course you can do this [online](#) after you complete online enrolment up until the end of the second week of the semester. To swap a course you go to the 'Student menu' in self-service and select 'Course Swap'. There is further guidance online as you follow the process.

Learning, teaching and assessment will be delivered through a combination of online and face-to-face methods as part of the University's Responsive Blended Learning Approach. Online activities will be delivered through Canvas, the University's VLE. Prompt course registration will ensure that you are able to participate in all online activities.

### [Changing Your Programme](#)

The University recognises that students may wish to transfer to a different programme of study and will normally allow this provided that a student's prior study or subject knowledge meets the entry requirements of the new programme. Transferring after year 1 may be difficult without repeating stages of study. If you are considering changing to another Heriot-Watt programme please make sure you discuss this with your personal tutor and see the following advice.

- Think carefully about what you want to study instead
- Access all sources of information about any alternative programme. Find out who the programme contact is, what the entry requirements are and what careers it might lead to. You can find out the programme contact by contacting the School Office. Find out if you would you have to repeat a year.
- Talk to programme staff and students who are currently studying the programme.
- Remember, it is not automatic that you will be allowed to transfer to a different programme.
- If you are able to transfer, make sure you complete the correct forms and have the appropriate approval. Your new programme leader can advise you on this.
- You may have to repeat a year on your new programme, e.g. start again at Year 1, in which case you should check with your funding body what financial support will be available if

you do this. Repeat funding can sometimes be offered but this will depend on your circumstances.

### [Examinations and Examination Diets](#)

There are three examination diets (assessment periods): December, Spring and Summer.

### [Exam Conduct and ID Checks](#)

Make sure you know what is required and permitted within each of your exams and understand the University exam conduct.

### [Exam Timetables](#)

Information on the exam timetable and when it will be available. Please note that exam timetables are subject to change so check regularly – we recommend checking the morning of each exam for any adjustments.

### [Exit Awards](#)

You will receive an award if you successfully complete your programme of study, however, if you leave the University part way through your programme, you may still have met the required criteria for receiving a Certificate of Higher Education, a Diploma of Higher Education or an Ordinary/Bachelors Degree as an exit award.

### [External Examiners Information](#)

External Examiners are independent of Heriot-Watt and their role is to ensure that students are judged fairly according to the academic standards expected by the wider higher education sector. In addition, they ensure that the processes for assessment, examination and determination of awards are sound and fairly operated, and that the quality of programmes is appropriate. Students can request copies of the External Examiners' reports for their programme by emailing [externalexaminerstaught@hw.ac.uk](mailto:externalexaminerstaught@hw.ac.uk)

### [Periods of Study](#)

The University Regulations explain the maximum time allowed to complete your programme of study.

### [Plagiarism](#)

Plagiarism is the act of taking the ideas, writings or inventions of another person and using these as if they were your own, whether intentionally or not. Here you can find out more about plagiarism, how the University responds to it and guidance on how to avoid plagiarism in your academic work. The Library also provides workshops and support on citing and referencing to avoid plagiarism.

### [Reassessment](#)

If you fail an assessment during the first or second semester of an academic year, then you will have to sit a reassessment for that course before being able to progress. This page contains information on reassessment procedures, how to register and pay for reassessments on your campus, reassessment diet dates, and information about additional reassessment opportunities.

### **Recording of Lectures**

As part of the University's Responsive Blended Learning approach, learning and teaching activities may be recorded for academic purposes. Students will have access to these recordings for use in their studies, but must not download, access or use these recordings for any purpose other than their studies at the University. Equally, students must not copy or share the recordings, in whole or in part, in any way with any other party. Where students have permission from the University to record sessions as part of any reasonable adjustments to ensure the accessibility of their studies, such recordings do not fall within the scope of this guidance. New and continuing students will be invited to sign up to these requirements as part of the Student Declaration at the point of enrolment.

### [Responsive Blended Learning](#)

The COVID-19 pandemic means that we have adapted the way we deliver learning and teaching across our campuses to enable us to continue to offer an inspiring learning experience, whatever pandemic-related restrictions may be in place.

Our approach is called **Responsive Blended Learning (RBL)**.

- **Responsive** to the changing environments our students are living and learning in, to the wellbeing concerns of students and staff, and to the diversity of students' learning needs at this challenging time.
- **Blended** to combine the very best use of online and on-campus teaching, learning and student support. The exact balance of this blend of online and on-campus learning will flex depending on local conditions and individual student context.

Our Responsive Blended Learning approach means that you will be able to learn, interact and collaborate with your classmates, whether you are on campus or beginning your studies this year online. It will enable you to access materials, collaborate and learn alongside your class cohort, and build and strengthen friendships, wherever you begin your studies from. This means our response will flex with the local conditions, and with your particular circumstances. It will also allow us to safely facilitate the return of students and staff on to our campuses, when conditions allow. You can access RBL student resources [here](#).

As campuses reopen, there will be increasing opportunities for on-campus teaching activities. Labs, studios and maker-spaces will, when safe to do so, be opened to allow students to engage in practical activities. Tutorials and other class teaching will also resume on campus, in line with the safety guidance in your campus context. Whenever you can return, we will be here to welcome you and support you to adjust to campus life.

Details of the specific blend of on campus, online and independent study will be set out by your course teams, who will support you through your studies.

You can discuss any issues around your learning or your wellbeing with your [personal tutor](#) and with the University's professional services.

### [Requirements for Awards](#)

Refer to the regulation(s) that are appropriate for your level of study. These regulations explain the number of credits required to receive an award from the University.

### [Recognition of Prior Learning and Credit Transfer](#)

If you have previously been in higher education, have passed courses or have academically relevant professional experience, then this could count as credit towards your Heriot-Watt degree. In the linked page, scroll down to 'Recognition of Prior Learning & Credit Transfer' to view the policy and procedures relating to this, as well as other information.

### [Submission of Coursework Policy](#)

You will have a set submission deadline for each piece of coursework. This policy explains how the deadline works.

### [Student Communications Policy](#)

This policy states that only approved Heriot-Watt communication tools should be used by staff in communication with students.

### [Teaching Timetables](#)

Use the link above to find out when and where your lectures, tutorials, or labs will be taking place on your campus.

### **Virtual Learning Environment**

For the academic year 2021-22, Heriot-Watt will have a new Virtual Learning Environment (VLE) called [Canvas](#). It is an engaging and student friendly system adopted in response to student and staff feedback. Canvas is a vital learning and communication tool for you and your lecturers, so make sure you log in and check Canvas every day. For further support see the [Canvas Student Guides](#).





# **Our Community**

## Our Community

### [Alumni](#)

Information on the opportunities available to students after they graduate from Heriot-Watt. These include membership of The Watt Club (Heriot-Watt's alumni association), how to network and connect with other alumni, and how alumni can give back to the University after they have left.

### **Accommodation**

Information about student accommodation at each of our campuses:

[Accommodation \(Dubai Campus\)](#)

[Accommodation \(Edinburgh Campus\)](#)

[Accommodation \(Malaysia Campus\)](#)

[Accommodation \(Scottish Borders Campus\)](#)

[Accommodation \(Orkney Campus\)](#)

### **Faith and Belief**

Heriot-Watt University respects religious and cultural diversity and aims to support individuals in their religious and cultural observance.

[Faith and Belief: Edinburgh Campus](#)

[Faith and Belief: Scottish Borders Campus](#)

[Faith and Belief: Orkney Campus](#)

[Faith and Belief: Dubai Campus](#)

[Faith and Belief: Malaysia Campus](#)

### [Heriot-Watt Values](#)

At Heriot-Watt, we have an established set of values that help up to nurture innovation and leadership and show our commitment to continuous development in all our activities. They are:

- **Belong** to a diverse, inclusive and international community working together across boundaries and cultures
- **Inspire** curiosity to learn and find solutions that transform lives
- **Collaborate** by working in partnership to shape the future whilst taking responsibility for our own actions
- **Celebrate** excellence and take pride in the achievements of our students, staff and alumni

### [Residence Life](#) (Edinburgh Campus)

Residence Life (Res Life) provide help and support for students living in University accommodation. This can be practical help and information, help with the transition to living in halls of residence, signposting to other sources of support and providing a calendar of social events.

### **Sport and Exercise**

Opportunities for a range of sport and exercise activities are available at all our campuses. From recreational fun to competition, there's a place in the WattFamily for everyone regardless of sporting ability or experience. The Edinburgh campus is also home to [Oriam](#) Scotland's Sports Performance Centre.

[Sport and Exercise: Edinburgh Campus](#)

[Sport and Exercise: Scottish Borders Campus](#)

[Sport and Exercise: Orkney Campus](#)

[Sport and Exercise: Dubai Campus](#)

[Sport and Exercise: Malaysia Campus](#)

### [Student Partnership Agreement](#)

Heriot Watt University and the Heriot Watt University Student Representative Bodies work in partnership to develop a Student Partnership Agreement (SPA) each year. The Agreement identifies the

main, agreed priorities for working in partnership each academic year and outlines an associated action plan.

Heriot-Watt University has a long and proud tradition of student engagement in institutional governance and decision-making and the Student Partnership Agreement sets out our ambition to continue to work in partnership across all of our campus locations, with the aim of increasing engagement with the institution, enhancing the student experience and engendering a sense of belonging to the University community.

### **Student Representation**

All students have representative bodies for their campus who will also oversee clubs and societies and organise events for students.

[Heriot-Watt University Student Union \(Edinburgh, Orkney and Scottish Borders Campuses\)](#)

All Heriot-Watt students at Scottish campuses are a member of the Student Union. In addition to the wide range of societies, the Student Union offers volunteering opportunities for students to get involved in and make friends and connections during their time at university. The Union regularly hold events and host campaigns for good causes. The Student Union can also provide advice and support for all Heriot-Watt students via the [Advice Hub](#).

[Heriot-Watt University Dubai Student Council](#) is the primary representative body for all students at Dubai campus. Further details can be found on the Student Council's [Facebook](#) page

[Heriot-Watt University Malaysia Student Association](#) represents students at Malaysia campus, manages clubs, implements welfare projects and organises events for students.

### **UK Armed Forces Reservists**

The University has signed up to the [Armed Forces Covenant](#) and we are committed to ensuring that current and former Armed Forces personnel and their families are treated fairly. We will ensure that students who are reservists are not disadvantaged in their studies by undertaking compulsory training and service, and this includes the consideration of [Mitigating Circumstances](#) in assessments. You can discuss any issues relating to your service with your [personal tutor](#).

# Supporting Success

## Supporting Success

### [Amendment to Enrolment](#)

Amendments can be made to a student's enrolment at any point during their studies. This can include Temporary Suspension of Studies, extension of study period or amendment to study level or method.

### [Assistive Technology](#)

We have a variety of assistive technology available at Heriot-Watt University. Our Technology Assistant is here to help you with the enabling technology that we have and can assist you with any queries or support needs.

#### [Assistive Technology at Edinburgh Campus](#)

#### [Assistive Technology at Scottish Borders Campus](#)

#### [Assistive Technology at Orkney Campus](#)

#### [Assistive Technology at Dubai Campus](#)

#### [Assistive Technology at Malaysia Campus](#)

### [Attendance and Absence](#)

It is extremely important that you keep the University informed if you are unable to attend classes. Absence may affect your academic progress, so you should discuss with your personal tutor whether you may need to temporarily suspend your studies or apply for Mitigating Circumstances. If you are unable to attend an exam or complete an assessment due to an unforeseen absence beyond your control, such as significant illness, you will need to make an application for consideration of Mitigating Circumstances in writing with supporting evidence.

### [Care Experienced Students](#) (Scottish Campuses)

We recognise that students with care experience are under-represented in higher education and are committed to offering support for you to study at Heriot-Watt. We can provide access to the advice, guidance, financial support and accommodation required to help you succeed at university. We offer a named point of contact and support within the University,

### [Caring Responsibilities](#) (Scottish Campuses)

Heriot-Watt University is committed to supporting students who are carers. A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support.

### **Change of Address**

For legal, academic and administrative purposes it is very important that the information the University holds about you is correct and up to date, including your address details. You can check and amend your personal information by logging in to [Student Self Service](#).

### [Childcare and School Information](#) (Scottish Campuses)

Information on nurseries, childminders and Schools is available at this link for students at Edinburgh, Scottish Borders and Orkney Campuses. You may be eligible for [financial support](#) for childcare costs.

### [Complaints](#)

If for any reason you are unhappy with action taken (or not taken) by the University, or by the standard of service you have received, you may be able to make a formal complaint using the University's Complaints Procedure.

### [Counselling](#)

Being a student can be a very positive experience but there are also many challenges to deal with such as being away from home, being in a new country, exam pressures and building new relationships with friends. If you are worried about any issue or are thinking about dropping out of University, we can offer you counselling, support, and information to help you deal with the difficulties you may face. It may be that you only need one appointment but can attend more if you wish

### [Data Protection](#)

Information about how the University uses and protects data.

### [Disability Support](#)

The Disability Service provides support for students with a range of disabilities (dyslexia and other specific learning difficulties, sensory impairment, mental health, medical and physical health conditions, Autistic Spectrum Condition). Let us know if you have a disability and we'll arrange an appointment. We also offer advice and screening if you think that you may have a disability. You may be eligible for additional funding from the Disabled Students Allowance. Drop-in times and contact details are available via the link above.

### [Discipline](#)

The University can take action against any student if they have committed an academic offence (such as plagiarism, collusion or cheating in an exam) or a non-academic offense such as improper use of, or damage to, university property, or unacceptable behaviour.

### [Discretionary Credit](#)

A student who has not achieved the minimum number of credit points necessary to qualify for consideration of an award or the minimum number of credit points to progress from one stage to another may be awarded the requisite credit points at the discretion of the Award Board or Progression Board, as appropriate.

### [Effective Learning Service](#)

Our global team of Effective Learning Advisers can provide advice and guidance on study skills for University work e.g. academic writing, study strategies, managing your time and effective group working.

### [Email](#)

Make sure you keep checking your Heriot-Watt email at least every day and use it if you need to contact the University. Sometimes mail from personal e-mail addresses is blocked by the University's IT systems, so use your Heriot-Watt e-mail to be sure your message gets through to us. Essential messages and information will also be available via myHWU the Student Portal.

### [Enrolment](#)

Enrolment is the formal process of becoming a student of the University, agreeing to abide by its rules and accepting any liability for fees or other costs associated with your studies. All new and continuing students must be enrolled while studying at Heriot Watt University. The enrolment process must be completed online at the start of each new academic year.

### [Equality and Diversity](#)

As well as meeting our [legal requirements](#) we make sure that people across the University Community understand how they contribute to a Culture of Inclusion for All. This holistic approach helps us maintain an open and accessible working, living and learning environment where all are supported to reach their full potential.

### [Estranged Students](#)

An estranged student is "someone who no longer has the support of their family due to a breakdown in their relationship which has led to ceased contact. This might mean biological or adoptive parents or wider family members who have been responsible for supporting a student in the past". We recognise that estrangement causes particular challenges to students and the University is able to provide a range of support. If this applies to you, please get in contact.

### [European Exchange](#)

Our European Exchange Programme enables you to study or work in Europe as part of your degree programme, usually for a semester or full academic year. At Heriot-Watt students, have the opportunity

to study at a wide range of institutions in Europe and my benefit from an Erasmus+ grant if the placement meets the criteria and is completed by 31<sup>st</sup> May 2023.

### [Exchanges](#)

An Exchange placement can be arranged with an institution abroad, outside of Europe. This can be arranged with your school Exchange Co-ordinator but it is the responsibility of the student to complete the application for that institution.

### [Failing a Course](#)

Failing a course may be a setback, but it is not necessarily a disastrous one. Students who have failed can go on to pass resits and still graduate with a good degree. If you fail a course it is important you discuss this with your personal tutor in the first instance. Your personal tutor will be able to offer advice on how to obtain detailed feedback and suggest sources of support.

### [Go Global](#)

Go Global is the University's inter-campus transfer opportunity and offers students the opportunity to study at a different Heriot-Watt campus.

### [Graduate Attributes](#)

Through your experience at Heriot-Watt University you will develop the skills and qualities of the four graduate attributes: specialist, creative, professional and global.

### [Graduation](#)

All the information you need to apply for and attend your graduation ceremony.

### [Harassment and Bullying](#)

Heriot-Watt University is committed to a working, learning and living environment that is free of discrimination and intimidation. If you feel that you are being bullied or harassed, in person or online, please talk to your personal tutor, or to Student Wellbeing.

### [Health and Wellbeing](#)

During your time at University it is important to look after yourself and use the resources available to help you with this, including Wellbeing Services, and medical and dental services.

### [Library Essentials](#)

Library essentials covers how to navigate the library service across campuses at the University. If you need to borrow a book or book out a study space this can be accessed from the library essentials webpage.

### [Library Resources for Your Subject](#)

There is an Academic Support and Liaison Librarian supporting your subject or School. who can provide advice and guidance on library resources and developing your information skills. See also the online subject guides for information about books, journals and online resources for each subject area.

### [Managing Your Money](#)

As a student you will find there is a lot to think about financially. For some of you, studying at university will be the first time you have had to manage your money and keep your expenditure within a fixed budget. Advice and support on money matters is available at all Heriot-Watt campuses.

### [Maternity and Paternity](#)

The University has a set of published guidelines to ensure that students who become pregnant during their studies know where to seek advice and support, including on matters such as returning to study following a period of maternity leave and on requests for shared leave or paternity leave.

### [Mental Health](#)

If you experience a mental health difficulty while at the University, or have a pre-existing mental health condition, you can discuss any issues and concerns with a professional counsellor or Student Advisor

### [Mitigating Circumstances](#)

There are circumstances which, through no fault of your own, may have affected your performance in an assessment (exams or other assessment), meaning that the assessment has not accurately measured your ability. These circumstances are described as 'mitigating circumstances'. You can submit an application to have mitigating circumstances taken into account.

### [MyHWU Student Portal](#)

The Student Portal brings together your services and relevant information in one place. Below is a summary of the services available to you via the portal:

- Office 365 suite: through single sign-on, all of your Office 365 services will be accessible through the Portal.
- Library: whether you want to search for books or view your loans & reservations, the Portal allows you to do this on your phone or desktop.
- Canvas: access your courses here, including announcements, tasks and assignments.
- Student Information: all university-level regulations and policies relating to your studies can be found on the Portal.
- Campus and School News: the Portal enables the University to promote events and experiences which will help you develop your skills.
- Personalised: You can hide, add and move tiles on your dashboard.
- AskHWU: You can find everything you need to help you navigate your time at HWU through the new AskHWU search tile. Ask questions of the University and enquire directly with members of staff to get information about ID cards, student finance, confirmation of studies letters, exams, enrolment, Careers, Wellbeing Services and much more.
- Appointments: book appointments with a range of different services (Student Wellbeing Services, Careers, Finance etc.) through your student portal.

### [Next Steps: Post-Result Help](#)

Next Steps is a simple guide that can help you after you have received your course assessment results. The guide has information about importance of obtaining feedback from your assessments, and how to reflect and act on feedback to ensure you are more successful in your studies.

### [People Finder](#)

Find a key person on campus by using People Finder

### [Personal Tutors](#)

Every student has a member of academic staff allocated to them as a personal tutor who will be a key source of advice, guidance and support during your time at Heriot-Watt. Your personal tutor is your first point of contact if you need advice on any issue, both academic and non-academic, and can refer you to other support services where relevant for non-academic matters. Personal tutors provide a clear point of contact for you throughout your degree.

While social distancing is in operation, or if you are off campus, you can still arrange to meet your personal tutor remotely and contact them by email.

### [Sexual Misconduct](#)

The University is committed to providing a safe environment that allows you to work, study, and fulfil your potential without fear of sexual misconduct and has a policy to combat sexual misconduct.

### [Software](#)

You can access a range of IT software provided by the University to help in your studies.



### [Student Success Advisors](#)

Nobody knows the challenges of being a Heriot-Watt student better than those who have been through it all themselves. With the benefit of recent experience and successful study at Heriot-Watt, the Student Success Advisors will be able to offer advice to students based on their own experiences. They will also have an overview of the other support resources available at Heriot-Watt and point you in the right direction if you need it.

### **Student Service Centre**

The Student Service Centre offers help and support relating to matters on enrolment, examinations, paying tuition fees, graduation, as well as advice for students holding a visa.

[Dubai Campus](#)

[Edinburgh Campus](#)

[Malaysia Campus](#)

### [Student Fees, Funding and Additional Charges](#)

The University can give you advice about paying your tuition fees as well as information on scholarships and bursaries, and other means of financial support.

### [Student Policies and Guidance](#)

Our list of student policies can give you information on University regulations and guidance relating to issues including attendance, mitigating circumstances, mental health, and programme transfer.

### [Student Surveys](#)

Feedback from students is extremely important as it allows the University to further improve and enhance what it offers to students. Surveys give students the opportunity to feedback their thoughts and opinions to the University.

### [Temporary Suspension of Studies](#)

In certain situations, it may be in a student's best interests for them to suspend their studies temporarily to enable them to deal with particular issues and return at an agreed date. A Temporary Suspension of Studies (TSS) can be applied for and approved on the basis of genuine medical, personal, financial reasons or military service.

### [Thinking of Leaving](#)

If you are thinking about leaving university for whatever reason please talk through your decision with a member of staff at the university. Many students think about leaving university at some stage during their studies. If anything is bothering you or you are thinking about leaving, you can come along to a drop in to speak to a member of support staff to explore and understand all of your options.

### [Togetherall](#)

Togetherall is an online support resource 24 hours a day every day which you can sign up to with your university email address then choose an anonymous username for your time on Togetherall. You can use Togetherall for help with a wide range of mental health and wellbeing issues.

### **University Regulations**

Heriot-Watt has a detailed set of rules that govern how the University operates, these are the University's [Ordinances and Regulations](#). Ordinances are set by the Court, which is the University's governing body, outline how the University is governed. University regulations provide the framework for the University's academic work and the education of our students and they define our policies and procedures, and the support we provide to our students.

### **Visa Advice**

Advice on visa requirements for studying at Heriot-Watt is available at all our campuses.

[Visa Advice: UK Campuses](#)

[Visa Advice: Dubai Campus](#)



# Developing your Skills

## Developing Your Skills

### [Careers](#)

Careers advice and guidance is available to all students and recent graduates to help:

- Develop your employability skills
- Identify your potential career options
- Help you to find work experience/part time work
- Market yourself to employers

### [Careers UK Campuses](#)

Careers: Dubai Campus, contact [dubaicareersandgradfutures@hw.ac.uk](mailto:dubaicareersandgradfutures@hw.ac.uk)

Careers: Malaysia Campus, contact [MYCareers@hw.ac.uk](mailto:MYCareers@hw.ac.uk)

### [Career Mentoring](#)

Career Mentoring can connect a student with a professional working in a student's area of interest. The programme gives students an opportunity to gain an insight into what it is like working in a certain field. A mentor will also be able to support a student with their long-term career planning. This programme is mostly aimed at students in their penultimate year, however all students are welcome to apply.

### [Enhanced Transcript](#)

An Enhanced Transcript is a formal University document which will include not only details of your award and grades, but also a range of academic and extra-curricular activities undertaken whilst at University. The Transcript is designed to help you to maximise your employability as it records your University achievements in one document which you can share with prospective employers and postgraduate recruiters.

### [LinkedIn Learning](#)

As a Heriot-Watt student, you have full, free access to LinkedIn Learning. The platform hosts over 12,000 digital courses on business, creative and technology topics. These courses are broken into bite-size sections, making it easy to focus on developing the skills you need.

### [Maths Gym](#)

The Maths Gym is a cross-campus initiative aimed at supporting all Heriot-Watt students, from any subject, to strengthen their mathematical or statistical skills and gain confidence in applying these skills. We provide support through a variety of activities including:

- drop-in sessions
- one-to-one or small group appointments
- workshops.

Whether you want to brush up on basic skills or need help to understand new material from your course, the Maths Gym is there to help you.

### [Skills Development](#)

Studying at university gives you the opportunity to learn new skills or build on existing skills you already have. Information Services provide many workshops and resources to help you gain or develop the skills you will need to have a successful time at university.

### [Study Spaces](#)

Heriot-Watt provide a large number of modern and contemporary study spaces for both individuals and groups in convenient locations. Some of these spaces are open late and offer IT access as well as food and drink.

### **Volunteering**

Volunteering offers you the opportunity to develop your skills and experience while helping your fellow students, your community or a charitable organisation. There are numerous opportunities for [volunteering](#) within and outside the University. The Careers service also provide [advice](#) on volunteering. Your experience as a volunteer can be logged and evidenced, and help enhance your employability.

# Index

Topic	Section	Page
<i>Academic Appeals</i>	<i>Learning and Teaching</i>	<i>5</i>
<i>Accommodation</i>	<i>Our Community</i>	<i>10</i>
<i>Alumni</i>	<i>Our Community</i>	<i>10</i>
<i>Amendment to Enrolment</i>	<i>Supporting Success</i>	<i>13</i>
<i>Assessment</i>	<i>Learning and Teaching</i>	<i>5</i>
<i>Assessment Feedback</i>	<i>Learning and Teaching</i>	<i>5</i>
<i>Assessment Results</i>	<i>Learning and Teaching</i>	<i>5</i>
<i>Assistive Technology</i>	<i>Supporting Success</i>	<i>13</i>
<i>Attendance and Absence</i>	<i>Supporting Success</i>	<i>13</i>
<i>Care Experienced Students (Scottish Campuses)</i>	<i>Supporting Success</i>	<i>13</i>
<i>Career Mentoring</i>	<i>Developing Your Skills</i>	<i>20</i>
<i>Careers</i>	<i>Developing Your Skills</i>	<i>20</i>
<i>Caring Responsibilities (Scottish Campuses)</i>	<i>Supporting Success</i>	<i>13</i>
<i>Change of Address</i>	<i>Supporting Success</i>	<i>13</i>
<i>Changing Your Course</i>	<i>Learning and Teaching</i>	<i>5</i>
<i>Changing Your Programme</i>	<i>Learning and Teaching</i>	<i>5</i>
<i>Childcare and School Information (Scottish Campuses)</i>	<i>Supporting Success</i>	<i>13</i>
<i>Complaints</i>	<i>Supporting Success</i>	<i>13</i>
<i>Counselling</i>	<i>Supporting Success</i>	<i>13</i>
<i>Data Protection</i>	<i>Supporting Success</i>	<i>14</i>
<i>Disability Support</i>	<i>Supporting Success</i>	<i>14</i>
<i>Discipline</i>	<i>Supporting Success</i>	<i>14</i>
<i>Discretionary Credit</i>	<i>Supporting Success</i>	<i>14</i>
<i>Effective Learning Service</i>	<i>Supporting Success</i>	<i>14</i>
<i>Email</i>	<i>Supporting Success</i>	<i>14</i>
<i>Enhanced Transcript</i>	<i>Developing Your Skills</i>	<i>20</i>
<i>Enrolment</i>	<i>Supporting Success</i>	<i>14</i>
<i>Equality and Diversity</i>	<i>Supporting Success</i>	<i>14</i>
<i>Estranged Students</i>	<i>Supporting Success</i>	<i>14</i>
<i>European Exchange</i>	<i>Supporting Success</i>	<i>14</i>
<i>Exam Conduct and ID Checks</i>	<i>Learning and Teaching</i>	<i>6</i>
<i>Exam Timetables</i>	<i>Learning and Teaching</i>	<i>6</i>
<i>Examinations and Examination Diets</i>	<i>Learning and Teaching</i>	<i>6</i>
<i>Exchanges</i>	<i>Supporting Success</i>	<i>15</i>
<i>Exit Awards</i>	<i>Learning and Teaching</i>	<i>6</i>
<i>External Examiners Information</i>	<i>Learning and Teaching</i>	<i>6</i>
<i>Failing a Course</i>	<i>Supporting Success</i>	<i>15</i>
<i>Faith and Belief</i>	<i>Our Community</i>	<i>10</i>
<i>Go Global</i>	<i>Supporting Success</i>	<i>15</i>
<i>Graduate Attributes</i>	<i>Supporting Success</i>	<i>15</i>
<i>Graduation</i>	<i>Supporting Success</i>	<i>15</i>
<i>Harassment and Bullying</i>	<i>Supporting Success</i>	<i>15</i>
<i>Health and Wellbeing</i>	<i>Supporting Success</i>	<i>15</i>
<i>Heriot-Watt Values</i>	<i>Our Community</i>	<i>10</i>
<i>Library essentials</i>	<i>Supporting Success</i>	<i>15</i>

<i>Library Resources for Your Subject</i>	<i>Supporting Success</i>	<i>15</i>
<i>LinkedIn Learning</i>	<i>Developing Your Skills</i>	<i>20</i>
<i>Managing Your Money</i>	<i>Supporting Success</i>	<i>15</i>
<i>Maternity and Paternity</i>	<i>Supporting Success</i>	<i>15</i>
<i>Maths Gym</i>	<i>Developing Your Skills</i>	<i>20</i>
<i>Mental Health</i>	<i>Supporting Success</i>	<i>16</i>
<i>Mitigating Circumstances</i>	<i>Supporting Success</i>	<i>16</i>
<i>MyHWU Student Portal</i>	<i>Supporting Success</i>	<i>16</i>
<i>Next Steps: Post-Results Help</i>	<i>Supporting Success</i>	<i>16</i>
<i>People Finder</i>	<i>Supporting Success</i>	<i>16</i>
<i>Periods of Study</i>	<i>Learning and Teaching</i>	<i>6</i>
<i>Personal Tutors</i>	<i>Supporting Success</i>	<i>16</i>
<i>Plagiarism</i>	<i>Learning and Teaching</i>	<i>6</i>
<i>Reassessment</i>	<i>Learning and Teaching</i>	<i>6</i>
<i>Recognition of Prior Learning and Credit Transfer</i>	<i>Learning and Teaching</i>	<i>7</i>
<i>Recording of Lectures</i>	<i>Learning and Teaching</i>	<i>6</i>
<i>Requirements for Awards</i>	<i>Learning and Teaching</i>	<i>7</i>
<i>Residence Life (Edinburgh Campus)</i>	<i>Our Community</i>	<i>10</i>
<i>Responsive Blended Learning</i>	<i>Learning and Teaching</i>	<i>7</i>
<i>Sexual Misconduct</i>	<i>Supporting Success</i>	<i>16</i>
<i>Skills Development</i>	<i>Developing Your Skills</i>	<i>20</i>
<i>Software</i>	<i>Supporting Success</i>	<i>16</i>
<i>Sport and Exercise</i>	<i>Our Community</i>	<i>10</i>
<i>Student Communications Policy</i>	<i>Learning and Teaching</i>	<i>7</i>
<i>Student Fees, Funding and Additional Charges</i>	<i>Supporting Success</i>	<i>17</i>
<i>Student Partnership Agreement</i>	<i>Our Community</i>	<i>10</i>
<i>Student Policies and Guidance</i>	<i>Supporting Success</i>	<i>17</i>
<i>Student Representation</i>	<i>Our Community</i>	<i>11</i>
<i>Student Service Centre</i>	<i>Supporting Success</i>	<i>17</i>
<i>Student Success Advisors</i>	<i>Supporting Success</i>	<i>17</i>
<i>Student Surveys</i>	<i>Supporting Success</i>	<i>17</i>
<i>Study Spaces</i>	<i>Developing Your Skills</i>	<i>20</i>
<i>Submission of Coursework Policy</i>	<i>Learning and Teaching</i>	<i>7</i>
<i>Teaching Timetables</i>	<i>Learning and Teaching</i>	<i>7</i>
<i>Temporary Suspension of Studies</i>	<i>Supporting Success</i>	<i>17</i>
<i>Thinking of Leaving</i>	<i>Supporting Success</i>	<i>17</i>
<i>Togetherall</i>	<i>Supporting Success</i>	<i>17</i>
<i>UK Armed Forces Reservists</i>	<i>Our Community</i>	<i>11</i>
<i>University Regulations</i>	<i>Supporting Success</i>	<i>17</i>
<i>Virtual Learning Environment</i>	<i>Learning and Teaching</i>	<i>8</i>
<i>Visa Advice</i>	<i>Supporting Success</i>	<i>17</i>
<i>Volunteering</i>	<i>Developing Your Skills</i>	<i>20</i>

**DISCLAIMER**

All details correct at the time of publication. Details may be subject to change.

**CONTACT US**

Keith MacAskill  
Student Experience Manager  
Student Wellbeing Services  
Edinburgh Campus  
0131 451 4260  
K.MacAskill@hw.ac.uk

