

**Heriot-Watt University
Students Association**

**POSTGRADUATE
SURVIVAL
GUIDE**

2007/8

Contents

1. **Introduction**
2. **Heriot-Watt University Students Association**
3. **The Academic and Research Environment**
4. **General Academic Information**
5. **Other University Facilities**
6. **Useful Guides, Telephone Numbers and Websites**

WELCOME TO HERIOT-WATT UNIVERSITY

Welcome to the 2007-08 edition of the Postgraduate Survival Guide, produced by postgraduate students and staff from Heriot-Watt University Students Association. Over the past year we have been listening to views of postgraduates and have written this guide to focus on the issues that matter and provide real examples of how to get the most out of your time as a student at Heriot-Watt.

Unfortunately, we cannot cram everything you need to know into one guide, but if you need further information on any of the issues raised here or otherwise then there are a number of different Heriot-Watt handbooks that you can find listed throughout and at the end of this guide. If you have any individual enquiries you can also contact the Advice & Support Centre (ASC), which is at the back of the Students Union, who should be able to help, or can put you in touch with someone who can.

Heriot-Watt's postgraduate community is growing with there being roughly 1500 postgrads now on campus so you have plenty of mature and intellectual (?) company, not to mention potential friends. Heriot-Watt University offers a welcoming approach and a superb environment for postgraduate study and top-level research. The relevance and quality of programmes, excellent study environment and the commitment and talent of staff will have attracted you to undertake graduate study along with around 1,000 Masters students, over 400 research on-campus postgraduates and many off-campus students studying throughout the world.

The University is recognised internationally for excellent teaching and research in its specialist areas of Science, Engineering, Business Management, Languages and Textile Design.

The University is organised on a School basis and postgraduate study is organised within these Schools. There is considerable variation between Schools in how things are organised, but you can expect a basic consistency of practice. Taught postgraduates have a course organiser and your course handbook should give you detailed School information about all aspects of study - it is important that you read this. Research students will have a Primary Supervisor and a Secondary Supervisor who will be responsible for co-ordinating your work and also act as advisors on research and other matters. The Research Student Code of Practice has more information about what you can expect from your time at Heriot-Watt. You can find a copy at <http://www.hw.ac.uk/home/dir/26/current-postgraduate-students>

For research students there is a Research Student Co-ordinator for each School, who (in some cases with assistance from other academic staff) oversees research student activity, organises seminars, deals with academic problems, and generally ensures that the Code of Practice is upheld in the School. Please note that the precise nature of this role varies from School to School. Above this level is the Head of School, who deals with planning, arbitrates problems and in general sorts out many research problems such as equipment provision. There is a School Postgraduate Staff/Student Committee that reports to the Research Students Representative Group (RSRG) and the Research Students Coordinators Group (RSCG) who are responsible for developing the Code of Practice for Research Students. Each School has a Postgraduate Secretary who can deal with questions and procedures. See contact list at the back of this booklet.

INDUCTION

Your own School may have sent you information about an Induction Week, Freshers' Week or Freshers' activities and it is strongly advised that you go along to these. However, although it is important to begin to feel at home in your School it is worth looking a bit further afield to see what is going on within the University as a whole. The Students Association and the Education and Development Unit (EDU) will be holding events for new students and in some events existing postgraduate students are welcome to attend.

In the Students Union Heriot-Watt's large undergraduate intake in October necessitates that Fresher's Week is primarily focussed around the 'younger' student. However, postgraduates are welcome to attend any of the events we have on. You can purchase a Freshers' Card available using the form enclosed with the Freshers' mailing. However, if you want more limited involvement HWUSA have organised a small number of events exclusively for postgraduates that will give you the opportunity to meet other people. You may also be interested in the International Students Programme, which includes trips around Scotland. The Sports Union also have Open Days and events throughout the year that are worth going to if you want to find out what is going on within the University sports clubs. We also have an International Students Freshers' Programme and Guide that you can pick up from the Students Union.

For more information on all events during Freshers' Week and through the year contact HWUSA or visit www.hwusa.org

HERIOT-WATT UNIVERSITY STUDENTS ASSOCIATION

Edinburgh Campus, Riccarton, Tel. 0131 451 5333, www.hwusa.org

It would be unusual for you as a student or prospective student not to have heard of the organisation that is the Students Association, however it is divided into three very separate sections; representation, welfare and commercial services all of which welcome postgraduate students to take advantage of its services.

POSTGRADUATE REPRESENTATION

The Student Association exists to ensure that you get the most from your time at University, a huge part of the Association's work involves the representation of students. Student Officers elected each year work closely with the University to make sure that whenever a decision is taken student views and needs are taken into account. The representation system only works if you play your part: In order for the Association to deal with your concerns and get a good result, it is essential for students to make known their views on these and any other issues affecting your time at Heriot-Watt. If you don't tell us what's wrong, we can't sort it out!

Heriot-Watt University Students Association's elected Sabbaticals, volunteers and staff represent students of the University in a number of ways.

All Schools should have a Student Postgraduate Representative who you can contact concerning any school-based issues. If you find yourself in the position of being a Rep you should ensure your name is passed on to HWUSA offices, either personally or through your School Secretary. This is so we can maintain a means of communicating with you on any training or information events we are running for you.

RESEARCH STUDENTS REPRESENTATIVE GROUP (RSRG)

The Heriot-Watt Research Students Representatives Group (RSRG) was formed in 2005 to address the need for cross-school discussion of research student issues by the students themselves as well as representation through the Research Student Co-ordinators Group (RSCG), on the Research Co-ordination Board (RCB). The membership consists of a Research Student Representative from each School and Postgraduate Institute, the Students Association, and the Research Development Co-ordinator from the Educational Development Unit. The group meets seven times a year and is chaired by the University Director of Postgraduate Studies, Professor Brian Wherrett.

The Postgraduate Student Reps hold regular meetings within their Schools to keep you up to date with any research student issues and to give you the opportunity to feedback on things that may be affecting you. These issues will firstly be fed back to the appointed Research Coordinator within each School who will be a member of staff for them to resolve within the School. Any larger issues affecting the research student body within the University as a whole will be fed back to the RSRG to be dealt with by the Director of Postgraduate Studies.

Although this group is not part of the Students Association a member of staff attends all meetings of the RSRG and the RSCG and in turn feeds any issues back to the Students Association. The Students Association also has regular informal meetings with the Postgraduate Reps to offer general support and training and to discuss and plan postgraduate social and sporting events.

Postgraduate Student Reps have recently been successful in increasing the printing quota for postgraduates and extending the period of time that research students are exempt for Council Tax. The Reps are also involved in reviewing the Research Code of Practice and take part in the University's Internal Review process.

There is a position for a Mature and Postgraduate Officer (MAPS) on the Students Association committee. This position is rarely filled which is a shame as this would help us improve services and help direct and influence Students Association policymaking.

To find out who your Student Representative and Student Research Coordinator is please go to www.hwusa.org/postgrad

WELFARE – THE ADVICE & SUPPORT CENTRE

The ASC is located at the back of the Students Union.

Open: 10am-4.30pm Monday to Friday

Contact details: 0131 451 5333 or ASC@hwusa.org

The ASC is a drop-in service for ALL students, offering information and advice on a wide range of welfare issues as well as assistance on academic appeals, complaints and arbitration.

The ASC should be your first stop for advice about just about everything that affects you. It is staffed by volunteers and professional staff. It will refer you to the appropriate services if your query is outwith their remit.

Our typical areas of support include:

- Complaints regarding accommodation (private or student)
- Problems with the provision of a service
- Academic appeals and complaints
- Legal advice
- Counselling by appointment
- Difficulties with academic staff or supervisor
- Cases of racial or sexual harassment
- Disputes over bills, fees
- University policies

We also offer the invaluable C-Card Service: **12 FREE CONDOMS WITH EVERY VISIT** - all you have to do is drop by the Centre and pick up a C-Card.

POSTGRADUATE SPACE AND COMMERCIAL SERVICES

The services that HWUSA provides are broad ranging and also under the control of students with the assistance of full time staff.

Although there is no set space specifically for postgraduates, you are encouraged to use the services and facilities equally.

Doubling up as a café during the day and a smaller room for alternative music on busier nights, Liberty's is the ideal place to chill out and unwind, benefiting from its own outdoor patio with benches and its unique setting next to the Loch. Liberty's brew Starbucks Coffee and provide made-to-order breakfast rolls. The lunchtime menu includes homemade soup of the day, freshly prepared baguettes, toasties and sandwiches.

For great, affordable hot food Geordies serves everything from burgers to nachos, salads to baked potatoes. Lunchtime specials such as homemade lasagne and steak pie are particularly popular with students and staff alike.

The Union put on weekly events such as The Monday Night Pub Quiz, Comedy on Tuesdays and Live Music on Thursdays. All are hugely popular and successful regular events attended by postgraduates and undergraduates, including international students.

There are also alternative events planned such as jazz, samba, film nights that may appeal more to a wider audience and there are also regular trips off-Campus organised for groups of students to the cinema, bowling, the theatre and for sight-seeing.

If there is nothing going on in The Union that suits, you could always organise your own events and book the space we have here. Zero° is available FREE for all students to book. Zero° has an excellent sound and lighting system and bars, catering, entertainment can be organised as well as advice on other events aspects.

Meeting space is also available for students to book free of charge.

Committee Room 1

Summary: Meeting Room for 50 people with ample natural daylight.

Resources: Chairs, Tables, OHP, Flipchart, Projection Screen, TV, DVD/Video player.

Booking: All year available Mon-Sat, 9am - Midnight.

Committee Room 2

Summary: Small Meeting Room for 12 people.

Resources: Chairs, Tables, Flipchart.

Booking: All year available Mon-Sat, 9am - Midnight

To check details and availability please contact: Keith Easton, Venue & Commercial Manager,

Tel: 0131 451 5333, E: K.Easton@hw.ac.uk

To find out more about the Students Association go to our website www.hwusa.org or come and pick up a Handbook if you have not already been sent one.

THE ACADEMIC AND RESEARCH ENVIRONMENT

Heriot-Watt, like many other universities, is now giving high priority to postgraduates and developing postgraduate courses and structures. As a result, it is working towards formalising a number of practices, which have been rather ad hoc in the past and is taking specific steps to improve both postgraduate facilities and the postgraduate experience.

The research environment for students is not something that can be easily categorised or described, since there is a major range of experience between disciplines. Doing a research degree is a major undertaking and one that is essentially a personal quest. Although research work is entirely your own you will have a

Supervisor who will guide you in your work. In the initial stages this guidance can be quite substantial as you feel your way and establish the boundaries of your research. As this settles down you should develop a working relationship with your Supervisor, which satisfies both of you. Nevertheless there can be problems with supervision that can cause friction.

TOP TIPS FOR PHD'S FROM FELLOW STUDENTS

- Make notes or record your meetings with your Supervisors
- Learn a 'dinner party' version of your research topic so that people can actually understand what you are studying.
- Make use of peer groups if available, or why not start one?
- Speak to your Supervisor. They are there to assist and guide you in your research.
- Don't be afraid to ask for things that you need or if you don't know: ask your Supervisor, other PhD students, or Secretaries, nobody is going to come to you and ask you if you need anything.
- You have rights as a student. The Code of Practice sets out certain standards in terms of facilities that you are entitled to i.e. a (heated) designated study space, proper lighting, a desk, a filing cabinet, access to a computer, stationery etc. Do not be afraid to speak to your Research Coordinator or Student Rep if you are having problems.
- Keep your Lab Book tidy, with dates and page numbers etc. it will help you when you are in your third year and you need to find an equation or a result that you did in your first year. (you may even find it useful to keep a table of contents in the front page of each Lab Book)
- Work regularly (3 years is a short time), and remember your First Year Report comes around quickly.
- Check courses on EDU, especially the one for the first year. Later on, check the Transkills Programme for more specific courses.
- If you are stuck, try to explain your problem to a friend or colleague, sometimes having to explain why you are stuck makes you see the solution to that problem

"Although I did not find any immediate differences between 1st and 2nd year; now looking back I see how things have changed positively. I am immersed in my research and have the reassuring knowledge of exactly what point I want my work to finish and how I need to organise my time to allow it to finish on schedule. Coupled with this I am completely comfortable in my work environment and have been able to establish a good social network, by engaging myself in some of the Postgraduate activities available at Heriot-Watt.

To summarise my second year I would say that it has been very rewarding, both socially and in the workplace" 2nd Year Research Student

"Final year of PhD study is the most stressful time. For the first two years plenty of time can be spent on exploring, searching and researching while the third year demands concrete results and progress within a limited time frame. A well-thought plan is absolutely necessary to keep you focused and to help you monitor your progress. The positive side about the final year experience is that you find yourself becoming more efficient and productive. The threat of running out of scholarship at the end of the third year and the desire to reach the end of the tunnel may keep you motivated to finish it up". 3rd Year Research Student

"My time as a writing-up student has been pushing me to the limits. This is not a period with a clear beginning and end: you are continuously re-editing your own words and this can be a frustrating task that requires patience. It can be a very stressful time if you also have to work at the same time (your funding has normally finished by the time you start writing up), because tiredness is often the worst enemy of inspiration. It is a definite challenge for students whose first language is not English, but I would advise everyone who is struggling to seek advice and help as early on as possible to help them through writing up". 'Writing Up' Research Student

SUPERVISORS

A significant minority of students are dissatisfied with the quantity of their Supervisor's involvement with their project. There are various reasons for this, perhaps a basic clash of personalities, something inappropriate to your area or inaccessibility on the part of the Supervisor and by no means the least important is your lack of experience! However, most Supervisors do a reasonable job and many are excellent. If you hit it off with your Supervisor, this relationship will enhance your research experience, as they are closely involved with your work and interested in what you are doing. If you are having problems, refer to the Code of Practice for Research Students given out at the beginning of the course or available from the your PG Office to see what you can reasonably expect, and if you are not satisfied follow the advice in the Code or come to the Advice & Support Centre to explore the options available to you. There are postgraduate questionnaires regarding your student experience, supervision and support at various times of the year and you should complete this as honestly, but constructively as possible. Its purpose is to check the experience from the student viewpoint and improve things if they are needed.

TAUGHT POSTGRADUATES

As with Research Students there is a wide variety of experience between different schools and colleges. In the most cases, courses comprise a combination of course work and dissertation. The issues facing Masters students are rather different from those facing Research Students. Many Masters students feel a lack of recognition of the fact that they are postgraduates: Many feel they are lumped somewhere between undergraduates and PhD students. This may come from the fact that in some Schools there is a proportion of undergraduate material in their Masters courses. You will of course be expected to produce work of a higher standard than undergraduates and therefore if you feel that your School is not teaching to a necessary higher standard you should voice your concerns. When you come to write your dissertation, you will find that many of your experiences are similar to those faced by research students. Like them, you also need realistic expectations of what facilities should be available, and if you do not have the facilities that you need, from access to a photocopier to a bulletin board and mailboxes, you must take action to resolve the problem.

Masters students must also face the fact that Masters courses tend to be for only one year, which is a remarkably short amount of time. It is important to hit the ground running and you should be prepared for this when you arrive. It is also essential that you take the initiative to find out what is expected of you and to find out how the University's facilities can help you, as you do not have as much time to get used to your new environment as the majority of research students do. Many MSc students see the Masters as the first step to a PhD but it must again be pointed out that decisions about whether or not to apply for further study come earlier than expected so if this is your plan you should try and find information out as early as possible.

THE INTELLECTUAL ENVIRONMENT

Whatever your School or research, it is important to remember that doing a postgraduate course offers you a wonderful opportunity to develop your experience and enhance your critical and intellectual skills. There are various ways that you can achieve this directly. Your School may run seminars for postgraduates and staff and have discussion groups relevant to your research interests. If none exist don't be afraid to suggest one for there are bound to be people in the same situation as you who want to exchange ideas.

The University also runs seminars and lectures. These are advertised on notice boards around the University and many are listed in the University Bulletin, which is a valuable source of information on what is going on around University. You may also have the opportunity to attend various conferences, either in Edinburgh itself, nationally or overseas. Your attendance at these depends largely on the relevance to your research interests and how you are funded. Do not assume you cannot go but always check with your Supervisor/Research Coordinator for information.

Getting involved in the intellectual life of the University, either within your own School, Institute or University-wide can bring you enormous benefits and help you see the relation of your research to other people's work. It is also important if you want a career in research and is a great way of avoiding or overcoming feelings of isolation and loneliness, which can occur during a long-term project.

THE CODE OF PRACTICE FOR SUPERVISORS AND RESEARCH STUDENTS

A distinction has to be drawn between the Postgraduate Regulations, which lay down the mandatory framework for the administration and award of postgraduate degrees (in the University calendar) and the Code of Practice for research students. The latter offers guidelines to students and staff on 'good practice'. You must be familiar with the contents of both, which you should have been given on acceptance of your study or following the registration process and are available on the University's website.

Supervisors will obviously have a very personal approach to supervision and their relationships with students, and these will understandably vary from one discipline to the next, but if you follow the guidelines set out in the Code of Practice, things should work out. As a student, you have the responsibility to monitor your supervisory experience just as your Supervisor monitors your progress.

The Code of Practice is rather a large document which deals with the supervisory relationship through its various stages, what you can expect from your Department, your Supervisor's role, your responsibility, formal aspects of progress (including contact, monitoring, re-registration and annual reports), supervisory absences, extensions and suspensions, the writing up process, submission and (last but not least), examination. It also outlines how to deal with difficulties in the student-supervisor relationship and with appeals. It also covers plagiarism and how you are affected both by the Data Protection Act and the Health and Safety Act.

It is a crucial document which you, as a research student, must be familiar with and whose guidance you should follow. As the Code is fairly detailed, the Research Students Representative Group has drawn up the following checklist to draw attention to areas, which have caused students problems in the past. Hopefully you will find it useful, but you should remember that it is not definitive and should not be used in place of the Code itself. Its function is to highlight important issues before they affect you and your thesis becomes unmanageable.

THE CHECKLIST

Read and apply the advice in the Code of Practice for research students and keep it for reference.

- Your Supervisor has both pastoral and an academic role. You must inform him/her of anything you feel is affecting your work.
- Your main Supervisor should normally be appointed on acceptance by the School or as soon after this. If this has not happened speak to the person who is responsible for postgraduates in your School i.e. Research Coordinator.

- Check the facilities you can normally expect to receive from your School and discuss the situation with them if they are seriously lacking.
- Find out about all the library and computer facilities available to you.
- Define the topic of study early and realistically - work closely with your Supervisor.
- A programme of work should be agreed with your Supervisor and amended as necessary throughout your period of study.
- Keep a record of any communications, which your Supervisor sends you, and copies of the correspondence you send to your Supervisor.
- Ask for comments in writing if you feel there are difficulties or if procedures need to be unambiguously understood and agreed.
- Discuss with your Supervisor the reasons for his/her recommendations in your annual reviews.
- As you reach the end of your period of study clarify with your Supervisor how the writing up of the thesis will proceed and be aware of the regulations regarding submission which can be found at www.hw.ac.uk/registry/resources/GuidelinesOnSubmissionAndFormatOfThesis.pdf

THINGS YOU SHOULD BE AWARE OF

- You should meet with your Supervisor regularly especially in the early stages. This is your responsibility as well as his/hers.
- It is essential that you check your University email account on a regular basis as this is the main mode of communication between University and student. Also internal mailboxes should be checked frequently.
- If your Supervisor is going to be absent for more than 6 consecutive weeks, alternative arrangements for supervision should be made.
- It is University policy for you to be appointed two Supervisors. Be aware of the role of both Supervisors.
- There is a maximum period of study for your degree.
- Your Supervisor can arrange an extension or suspension for you if necessary. Be aware of the differences between them.
- You should know what procedures he/she is using to monitor your progress especially in your first year but also in later years.
- Decisions about submission and academic quality are ultimately your responsibility with guidance from your Supervisor.
- You must be aware of any deadlines that apply to you, either for assignments, or for an end date for your thesis. These should be worked out in consultation with your Supervisor and are strictly controlled by the University administration.
- Important advice to students and Supervisors is available within Schools. There is a Postgraduate Research Coordinator in each School. The Head of School has overall responsibility.
- You have the right to have a student Representative in your School who can contact the staff at HWUSA for support.
- What the appeals/grievance/complaint procedure is.
- Independent advice is available from staff and/or trained student volunteers in the HWUSA Advice & Support Centre at the back of the Students Union.
- If you are a tutor/demonstrator there is a recommended rate of pay, which the School should adhere to. Your School should have a policy on attendance at training courses for postgraduate students who are tutors.

SCHOOL FACILITIES

Your School will usually be your focus in the University. It should provide research students with space to work and the equipment and facilities necessary for you to complete your project.

Unfortunately facilities for research students will vary considerably from School to School and what you get will depend on the School, but should normally include:

Bench space, dedicated study space, space for books, filing space, storage space, mail, box/pigeon hole, access to a telephone, fax and photocopier, a desk with adequate light (and heat) access to a computer network (either a central one or through the School) and adequate research materials.

Some of these are ill defined (what exactly is adequate heat?) but it does give you an idea of what you can realistically expect from the University. Schools should also provide a designated space on a notice board for postgraduate information, including seminars, general School and University information, job openings and so on. Facilities for taught postgraduates vary considerably between Schools.

It is important for Schools to define a postgraduate community and it's a good idea to organise yourselves, both to support each other and to approach your School with suggestions for improvements in facilities, practices and so on. If you need any help or assistance with this you can contact the Students Association.

RESEARCH DEVELOPMENT PROGRAMME

Whilst you are at Heriot-Watt University doing your research degree take time out to invest in yourself by taking skills training. The benefits are many, for example, you will be developing further skills you already have or you will be learning new skills altogether. You can also add this training list to your CV to show future employers your diversity. A major benefit is that these courses bring postgraduate research students from across the University together, providing you with support, access to a community and stops isolation setting in! More details of the programme are given below

The main programme is delivered at the Edinburgh Campus and contains a wide range of courses pitched at various levels of expertise. For those students studying at other campuses there are also dedicated programmes available. Course sessions are typically delivered in three hour sessions facilitated by experts.

Edinburgh Campus: Research Development Programme

First year research students are invited to an Induction Course and Reception to mark the beginning of this Programme. During the first year, the Research Development Programme includes courses such as 'Effective Use of the Library', 'Writing the First Year Report', 'Introduction to Research Presentation'. First year students are strongly encouraged to take part in the two day intensive course 'How to be an Effective Researcher'. This provides strategies for managing your research project and your relationship with your Supervisor. During the following year, courses such as 'Project Management', 'Team Building', 'Issues in Research' and 'Publishing Research Outcomes' build upon the skills gained in the first year. During the final year, courses covering 'Viva Preparation', 'Entrepreneurial Skills', 'Career Management', 'Advanced Presentations Skills' help prepare research students for finishing their degree and taking the next career step. Final year students are strongly encouraged to participate in an 'Edinburgh Local Grad School'. This is a 3-5 day residential course that provides an intensive range of exercises to give an insight into the research student's potential career direction.

Borders Campus: Postgraduate Toolkit

This Programme, held locally, is aimed at building and developing the postgraduate research community in the Borders. A range of courses are on offer such as 'How to Get the Best from your Supervisor', 'Project Management for First Years', 'The Art of Finishing a PhD in 3 Years', 'Personal Effectiveness', 'Making an Impact in the Research Community', 'Writing and Referencing', 'Posters for PostGrads', 'Presentation Skills for Researchers'.

Orkney Campus: The Strategic Postgraduate

This is a three day intensive Workshop that is held in Orkney providing postgraduates with strategic management and communication skills. The sessions are aimed at enhancing the student's expertise in managing projects and presenting research results either at conferences or in reports or in published papers.

Online Resources for all HWU Research Students including Dubai Campus and Off-Campus Research Student

All the Edinburgh Research Development Programme course material is on-line on VISION, the HW Virtual Learning Environment. There is also a specially developed on-line resource, "The Perfect Doctoral Experience – How Close Can You Get?" This material covers topics such as 'Completing your Doctorate On Time' and 'Managing your Relationship with your Supervisor'. Heriot-Watt is investing in on-line content for postgraduates and is also participating in an on-line community with other universities in Scotland.

Teaching Skills: LEADS (Learning Enhancement and Development Skills)

This Programme of courses is designed to provide research students with the necessary skills for University teaching. The Programme will help develop the knowledge, skills and confidence to be an effective teacher or tutor in a range of contexts. Each session focuses on a different aspect of teaching and learning relevant to anyone new to teaching. Most sessions last for three hours and are based on small group work and practical, task-focused activities.

Contact

Janet De Wilde, j.dewilde@hw.ac.uk,
+44 (0) 131 451 3283,
www.hw.ac.uk/edu/research

GENERAL ACADEMIC INFORMATION

The following section is a brief overview/introduction to some information that you might find useful. Despite our best efforts, any guide like this is probably not complete and is definitely not definitive. Specifics on course information vary from School to School and with those set out in the postgraduate calendar and whatever relevant regulations or procedures (computing etc) that apply to you.

ACADEMIC ASSISTANCE

If you have an academic or non-academic problem that affects your work, it is essential that you take steps immediately to deal with the situation. There are a number of places that can offer assistance to you, staffed by people who are used to dealing with student issues and will know how to help you solve it.

The obvious places to seek help are through in your School: your course organiser, Supervisor, mentor, Head of School, Director of Research or Research Coordinator. If you feel they aren't appropriate places to turn, there are a number of different places listed in the following pages that you can turn to (often confidential) for help and advice.

The Advice & Support Centre is useful for sounding out the options available to deal with University problems whether they be regulations or provisions of facilities. The ASC is also a useful place to go for help with non-academic problems, they are independent from the University and are confidential.

There is also an Academic Counsellor based in Careers you can approach for help and advice on any academic issues. **Email : careers@hw.ac.uk**

MATRICULATION

This is the official process, which starts by registering with the University and is compulsory each year. If there are any problems with your matriculation, the University will normally tell you, however, if you are unsure of your status you must ensure that things are fine, rather than assuming (perhaps incorrectly) that they are. Following Matriculation, you will be given a Student ID Card to use for the duration on your studies. You will also have to finalise any course choices and pay your tuition fees (although not if you are lucky enough to be in receipt of a scholarship which pays your fees).

EXAMINATIONS

Your School is sure to tell you if you are required to take examinations but you should always try and ensure that you are aware of exactly what is going on. Examinations take place in various buildings around the University; you need to take along your student ID card which has your student number on it.

FEEES

The regulations relating to the payment of fees are set out in the Finance Student Handbook which can be found at : http://www.hw.ac.uk/students/finance/handbook06_07.pdf

NON PAYMENT OF FEES AND STUDENT DEBT COLLECTION PROCESS

Heriot-Watt University's standard payment terms requires all self-financing student tuition fee instalments to be paid in full no later than 30 days after commencement of study.

There are serious consequences for non-payment of fees and you will only make matters worse if you ignore the reminder letters. You will enter the student debt collection process and once you are in this process the penalties include:

- Withdrawal of your IT and Library facilities

- Withdrawal of any scholarship or any other financial assistance you have been given
- Not being allowed to sit examinations
- Withdrawal from your course
- Legal action being taken against you by the University lawyers to recover any debt owed to the University

If there are any problems with the payment of fees then it is worth contacting the University Finance Office as soon as possible to ensure the problem can be sorted out. You can also contact the Advice & Support Centre in the Students Association to discuss financial problems.

A student who has completed the required period of registration for which tuition fees are payable, but who has not yet graduated, will be required to register as a 'writing-up' student until such time as their thesis/dissertation is submitted. Any student who has exceeded the maximum time prescribed for their study must have been granted formal permission to continue through the Postgraduate Studies Committee or Head of School/Institute. Please refer to the appropriate Regulation for further details.

The 'writing up' fee has been set at £120 for Academic Year 2007/08. If you need to then re-submit your thesis/dissertation an additional fee will also be required.

For further information see www.hw.ac.uk/registry

DISCIPLINARY ACTIONS

The University has a policy for student discipline and this is available on the web at <http://www.hw.ac.uk/registry/Discipline.php>. The purpose of this is to protect the central activities of the University (i.e. teaching, learning and research) and the structures on which they depend from disruption. It is an offence for any student (amongst other things) to:

- Forge or falsify degree certificates or university documents or make false statements about personal circumstances, including standing or results in exams.
- Cheat in exams, collude or plagiarise
- Disrupt academic activities, University administration or to infringe freedom of thought or expression.

As you might expect, disciplinary procedures are very rare, but are formal and specific and difficult to understand, especially if you are feeling stressed. If you are threatened with disciplinary procedures, you should obtain a copy of the University's Disciplinary Policy and seek advice from an appropriate source, like the Advice & Support Centre, who can explain the procedures and offer support/representation if necessary.

INTELLECTUAL PROPERTY RIGHTS (IPR)

This is an important issue for many postgraduates that you should be aware of from the beginning of your studies, along with issues of plagiarism and copyright. You may be given details of the IPR agreement when you are offered a place to study at the University or later as part of the induction process and you may be asked to sign this. In some Schools this is a standard requirement for research study, as their research students normally carry out research work as part of externally funded projects or using externally funded facilities. You may also not even realise you have signed this agreement during the flurry of paperwork you receive upon Registration. Due to the complexity of these issues it is impossible to provide accurate general advice, but if you have any questions regarding Intellectual Property Rights then speak to your Supervisor, Postgraduate Secretary or Research Coordinator in your School. You can alternatively come and seek more advice from the Advice & Support Centre in the Students Association.

PLAGIARISM

Heriot-Watt takes plagiarism very seriously. The Code of Practice will have a section on plagiarism, which you should read. You can find the plagiarism guidelines at [http://www.hw.ac.uk/registry/resources/PlagiarismGuide\(Jan06\).pdf](http://www.hw.ac.uk/registry/resources/PlagiarismGuide(Jan06).pdf) and this is available in English, Chinese and Arabic. Your School may also have detailed guidelines on plagiarism, and how to avoid it and explaining the process that will be followed in the event that a student is accused of plagiarism. If you find yourself accused of plagiarism you can seek advice and representation from the Students Association.

Look out for workshops on both Plagiarism and IPR run by the EDU department - www.hw.ac.uk/edu

AUTHORISED INTERRUPTION TO STUDY

If you need to take a break during your course you may apply to have your course suspended. You need to show 'good cause' for this. Always check with your funding body/sponsor before requesting this leave of study.

APPEALS

It is possible to make an Appeal against the results you get in a written exam, dissertation or thesis. Before lodging an Appeal you should consult with someone who knows about the process to determine whether a formal Appeal is the appropriate course of action. The Advice & Support Centre can provide independent and confidential information and advice on the appeals procedures and if you decide to appeal can help you prepare and present your case. Your Supervisor, Director of Studies or another staff member in the School may also be able to help you but depending on circumstances you may prefer not to.

When making an Appeal it is important to establish the grounds for your Appeal. The University appeals process comes under Regulation 36: Student Appeals and states there are two types of Appeal: Appeals relating to progress and Appeals relating to examinations or assessments.

If you feel you have grounds for an Appeal you should discuss these grounds with a trusted staff member within your School. The Advice & Support Centre (ASC) in the Students Association has experienced members of staff who are used to putting cases together for students.

To lodge an Appeal, you should write to your Head of School stating your grounds for appeal and explaining the circumstances surrounding it. You should also include any supporting evidence you may have (for example if you were appealing on medical grounds you should include a letter from your Doctor). If your Appeal were unsuccessful, the second stage would be to Senate and then to the University Court.

All information about student Appeals process is available at <http://www.hw.ac.uk/registry/appeals.php>

An Appeal must be made within a certain time frame so please check the regulations or come to the ASC to discuss the matter.

COMPLAINTS

As a large public sector provider, the University is committed to maintaining an effective complaints procedure to allow all members of its community to make legitimate complaints. You are encouraged to follow this in order to sort out any difficulties you may have. The procedure encourages an informal approach in the first instance. If you are having difficulties and want improvements you should make use of the procedure – it is not advisable to wait until the end of your course to complain about the last three or four years. Students can contact the Students Association and the Advice & Support Centre for guidance

on complaints. **The University's Complaints procedure can be found at <http://www.hw.ac.uk/home/dir/70/student-policy-and-documents>**

HARASSMENT/BULLYING

The University believes that it has a duty to ensure that people do not suffer from personal harassment and if they do that they should be supported in pursuing any legitimate complaints. To this end, the University has developed a Policy to help guide staff and students on how to deal with personal harassment. This describes various forms of harassment and what you should do if you feel that you are being, or have been, harassed. Harassment is defined as 'unwanted conduct' by an individual which has the purpose or effect of violating another person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for another person'. This can be caused by name-calling, belittling remarks, ridicule, insults, verbal abuse, physical assaults or threats. **You can access the University's Anti-Harassment Policy by going to <http://www.hw.ac.uk/students/anti-harrasment.pdf>**

If you are being bullied or harassed (either by a student or a member of staff) and want to talk to someone about it, you can approach the University Student Welfare Service or the Advice & Support Centre in the Students Association. An appointment is not always necessary and at all stages of the process your wishes are paramount and confidentiality will be maintained.

A further aspect of the problem is being accused of it yourself. While this happens very rarely, it can nonetheless be particularly difficult issue for postgraduates undertaking teaching duties within their School.

OTHER UNIVERSITY FACILITIES

COMPUTING SERVICES

Based in the Computer Centre on the Edinburgh Campus and in the Library at the Scottish Borders Campus, University Information & Computing Services (UICS) provide, maintain and support the corporate IT systems, which are available to all staff and students of the University.

Edinburgh Campus - 9am-5pm, Email: ithelp@hw.ac.uk Tel: 0131 451 4045

Scottish Borders Campus – 10am-4pm, ithelp@sbc.hw.ac.uk Tel: 0131 451 2045

All staff and students must be registered with UICS in order to use the corporate IT facilities. Every Postgraduate is allocated an email account by UICS and students will be added to the on-line search facility, People Finder.

There are a large number of Labs scattered across the University and you can find a list of these by contacting UICS. To help you find your way around UICS and the services it has to offer, their website is good and very informative.

If you have not received a copy of the Introduction to Heriot Watt University Computing Systems you see this at: http://www.hw.ac.uk/uics/Documents/Student_Induction_Booklet.pdf

Research Students can have their own webpage in the University website where they can put their research interests, contact details, etc Postgraduate can find this very helpful for sharing research. You can arrange this by contacting the IT staff in your School.

LIBRARY FACILITIES

Edinburgh Campus Library

Service Desk – 0131 451 3577 servicedesk@hw.ac.uk

Enquiry Desk – 0131 451 3582 libhelp@hw.ac.uk

Martindale Library – Scottish Borders Campus

Service Desk – 01896 892185 servicedesk@sbc.hw.ac.uk

Enquiry Desk – 01896 892155 libhelp@sbc.hw.ac.uk

Opening times vary; please check www.hw.ac.uk/library for more details.

CAREERS SERVICE

The University Careers Service offers guidance and job seeking facilities for all students. It can help with advice and information on permanent, temporary and voluntary employment, on further study, professional training, work overseas and voluntary work. It offers individual interviews, an information centre, a range of talks/events and vacancy information.

The Service also contains information about employers and Fresh Talent. In addition they supply prospectuses, videos, career, trade and professional directories.

The staff of the Service can help you assess your potential for variety of careers and it's worth bearing in mind that the full range of graduate careers is open to Postgraduates. Careers can help with advice in self-presentation and in developing confidence in 'non-academic' skills. These include handling interviews, completing application forms and designing a Curriculum Vitae. Advisors will also ask you to answer questions about yourself, such as why you chose to do research or further study and what you think it has done for you. These, and the question of what more you think you can offer than a first degree graduate are the ones that will inevitably be asked by a prospective employer.

The service organises a variety of events that provide an opportunity to find out more about a particular work area by talking to practitioners.

Details of these activities are available on the Careers Advisory website.
<http://www.hw.ac.uk/careers/>

NON-ACADEMIC ISSUES

No-one has ever completed a postgraduate course or degree without experiencing at least one moment of self-doubt. Indeed, many claim to have spent their entire postgraduate course on the verge of giving up only to produce a perfectly satisfactory thesis or sail through their exams.

As a postgraduate you will find that you are much more 'out on your own' than if you were an undergraduate and it often takes time to get used to this crucial difference. In your academic work you are expected to be much more self motivated and pursue your own original lines of enquiry without continuous external guidance. This requires a great deal of your time and effort and can often leave you with little time or inclination to deal positively with the non-academic problems, which you may encounter. Because of this and because the School and University have a strong vested interest in seeing their postgraduate students succeed, there are many University and HWUSA services intended to help you maintain your sanity during your degree or course.

HEALTH SERVICE

Heriot-Watt University Health Service, The Avenue, Edinburgh Campus.

Medical Centre – 0131 451 3010

Dental Surgery - 0131 451 3080

Website – www.hw.ac.uk/health

Opening hours – Mon-Fri - 0830-1900, Saturday – 0830-1300

You should register with a Doctor as soon as you arrive in Edinburgh, so that, if needed, you can receive treatment quickly and easily. The University Health Service is located near the Main Entrance of the University and is part of the George Heriot Wing and will accept all Heriot-Watt registered students living within Edinburgh. If you live further away, make sure you find a GP near you.

STUDENT WELFARE

If something academic or non-academic is causing problems that affect you and your course-work, it cannot be stressed just how important it is that you seek help as quickly as possible. It is crazy to jeopardise your course over something, which may be relatively easy to deal with, given some external help.

There are a variety of people who can help you with any problems you may have while being a student. This Survival Guide is good source of information on many of the issues, which may affect you during your time as a student. During the summer months it might be slightly harder to find the person that you want immediately so you may have to be patient, but if you ask the Advice & Support Centre (ASC) they may be able to put you in touch with someone who can help.

Besides the ASC, you can seek help from Student Welfare Services (SWS) who have three Counsellors that can see you on an appointment basis. It is essential that you seek help if you are having problems before they get out of hand. You can approach both University Student Welfare, opposite the Royal Bank or the Advice & Support Centre at the back of the Students Union. Within Edinburgh city there are other centres for help and the ASC or SWS can put you in contact with the support service you would need.

The most important thing to remember is that there is always someone somewhere who can help you with any problem, however large or small. Never feel shy about asking for help – these people and organisations are here to help you, so please use them.

CHAPLAINCY

The Chaplaincy Building looks like a large bungalow and stands by itself. You can reach the Chaplaincy by walking through the corridor next to the Royal Bank of Scotland cash machine. At the end of the corridor you will come outside. Walk across and turn right for some metres to reach the bottom of the steps. **(Third Gate: opposite Scott Russell Building and next to William Arrol Building) The Chaplaincy is open daily from 9am-11pm** and is open to everyone and welcomes both those who are religious and those of no faith. The Centre acts as a meeting place for students from many religious traditions and cultures. The staff in the Chaplaincy welcome contact with International and Postgraduate students and are happy to discuss many issues.

For more information about the Chaplaincy visit their website at <http://www.hw.ac.uk/chaplaincy/index.php>

ACCOMMODATION

The Edinburgh Accommodation Service is based in Student Welfare opposite the Royal Bank of Scotland.

Janice Brook, Accommodation Officer, Tel: 0131 451 3385, j.brook@hw.ac.uk

Barry Watson, Accommodation Assistant, Tel 0131 451 8885, b.Watson@hw.ac.uk

Christine Kellet, Accommodation Officer SBC, Email: C.S.Kellet@hw.ac.uk

There are various types of accommodation available in Edinburgh: University flats or halls, private flats, lodgings etc. The quality of city-centre accommodation is fairly high and you should therefore expect to pay around £250-300 a month for a room in a shared flat for example. At the start of term, there will be a lot of students looking for accommodation and so if you don't have something arranged before you get here you should aim to arrive at least a week or two before you start, to give yourself time to look for something suitable and get settled in. To avoid problems we would always recommend that you look for your accommodation to be Edinburgh Landlord Accredited (ELA) this way you can ensure that they are required to follow a set standard fixed by Edinburgh Council.

The Edinburgh Campus is situated approximately 8 miles west of Edinburgh city centre. There are good transport links and regular bus services to the Campus. If you are a first year postgraduate you should have received information from Accommodation Service along with the relevant application forms. If you are an overseas student and you have applied by the deadline for applications you should be allocated University accommodation. If you have not received this, contact the Accommodation Service (AS) as soon as possible.

University flats do have some advantages:

- Generally lower rents than on the open market.
- Rents are fixed for a year and are usually adjusted in July
- Rent is paid either monthly or termly
- Relative security of tenure
- Relatively well regulated and organised management with formalised procedures of lease renewal, etc
- Fairly low deposits are usually required.

On the other hand, accommodation is only available to Heriot-Watt Students, which is a problem if you wish to share with a non-student or a student from another institution. If applying for a University flat through the AS, you are advised to follow procedures to the letter, applying as early as possible. The AS is not the only way to find accommodation though and it is extremely heavily used so you must begin searching as early as possible. Some other options:

- Notice boards, around HWUSA and the University.
- The Evening News and The Scotsman newspapers (particularly the Thursday Property section).
- Ask around your School
- Citylets search on the HWUSA webpage

The ASC and Student Welfare provides information on finding accommodation and information on the legal aspects of renting accommodation and an Accommodation Guide has been produced to help you (available from Student Welfare). It is advisable to be flexible in your demands and it is often better to get some temporary accommodation and continue looking until you find exactly what you are looking for. You can search Citylets from the HWUSA website www.hwusa.org and this will give you a list of agencies that have flats to your specified criteria. You must make sure you know what you are getting involved with when you sign a lease, so if you have any questions please do not hesitate to drop into the ASC to seek advice.

COUNCIL TAX

City of Edinburgh Council, tel. 0131 200 2000 www.edinburgh.gov.uk

The Council Tax is a charge made by the Council to help pay for local services. Full time, on-Campus students in Scotland are usually exempt from Council Tax but you must contact the Council to tell them who you are and where you live so that they can check your student status (and that of your flatmates) and grant the exemption. If you live outwith the City of Edinburgh Council area, complete the appropriate 'Confirmation of Student Status' form and forward to Academic Registry who will send to your local Council. Following a period of full-time study, the University will confirm student status if a postgraduate research student becomes affiliated to the University (writing-up status), continuing on a full-time basis, for a maximum of 12 months, in order to fulfil the requirements for the award. Students within the qualifying period must complete the '**Council Tax Exemption Form**' for **Postgraduate Research Students found at: <http://www.hw.ac.uk/registry/resources/counciltaxexemption.doc>**

Please note that the exemption will cease once the thesis has been submitted for examination.

If you require more information, then contact the Advice & Support Centre for assistance, bringing any relevant correspondence with you.

CHILD CARE

All parents with young children face difficulties in arranging the childcare they need at a price they can afford. Make sure you plan ahead and investigate all possibilities. If you form relationships with other parents in your community, you may find they're willing to provide occasional childcare on a reciprocal basis. The Hardship Fund may also be able to offer assistance with childcare costs. **Contact Lesley West in Student Welfare L.P.West@hw.ac.uk or the Advice & Support Centre for more details.**

Pinocchio's Nursery - First Gait, Heriot-Watt University, Edinburgh Campus, Tel: 0131 451 5236, Email: heriot-watt@pinocchiosnursery.co.uk

For other provisions see www.childcarelink.gov.uk.

City of Edinburgh Council provides Nursery Classes during school hours, either morning or afternoon. Applications to the Head Teacher are accepted when your child reaches two years of age. For further details, contact **Children and Families Department**

**The City of Edinburgh Council
Level 1/9, Waverley Court
4 East Market Street
Edinburgh EH8 8BG
Tel: 0131 469 3000**

The Childcare Information Service (www.scottishchildcare.gov.uk) holds a list of all childminders, playgroups, out of schools care services and crèches in the city. **You can also contact Lothian Child Carer's Association, 15 Smith Place, (Tel. 0131 553 7289). Roundabout International Centre, 4b Gayfield Place, (Tel. 0131 556 1168 info@ywcaroundabout.org) runs a crèche and summer school for overseas children.**

STUDENTS AND BENEFITS

The Advice & Support Centre can help find out information about what you may be eligible for. For more specific information you can contact;

Advice Shop

85-87 South Bridge, Edinburgh,

EH1 1HN

Tel: 0131 225 1255

Fax: 0131 225 4989

E-mail: advice.shop@edinburgh.gov.uk

Opening Hours:

Monday to Thursday: 8.30am - 5.00pm. Friday: 8.30am - 3.40pm

INTERNATIONAL STUDENTS AND PUBLIC FUNDS

When International Students enter the UK they are usually subject to a condition, which requires them to be able to support and accommodate themselves and their dependants, "without recourse to public funds". If you then do claim public funds you are in breach of the immigration regulations and may jeopardise your immigration status in the UK.

HARDSHIP FUNDS

The Hardship Fund is intended as a source of relief for those students who are struggling financially. It cannot be, nor is intended to be, a student's primary source of income. The main Hardship Fund is available for all full time undergraduate or postgraduate students who are from the UK. Forms can be submitted at any time during the year and they are usually processed within a three week period. There is also a small International Student Hardship Fund available for all non-UK students. Forms and advice on applying can be found at the Advice & Support Centre and at Student Welfare Services.

THE BRITISH COUNCIL

3 Bruntsfield Crescent, Tel. 0131 447 4716

The British Council's work in the UK is mainly involved with the administration of study Fellows from overseas who are doing educational or training courses in the UK, they provide student welfare services to British Council students, and find accommodation for many of them. They provide a Programme Officer who can be referred to on such matters as finance, accommodation, travel, study visits, personal problems and so on.

The Advice & Support Centre can give advice and information to International students on a range of issues, so feel free to contact them if you have any queries about the University, living in Edinburgh, immigration, etc.

UKCOSA – THE COUNCIL FOR INTERNATIONAL EDUCATION

Provides free advice and information to International students in the UK and to staff who work with them. Their purpose is to promote and facilitate international student mobility, to and from the UK, to help students (and others involved in international education) develop a global perspective and to contribute to human development, political stability, economic prosperity and greater intercultural understanding.

You can contact them for advice about visas, recognition of qualifications, language and culture, sources of funding, support from UK sources, working in the UK.

To find out information on UKCOSA please see their website <http://www.ukcosa.org.uk/> or contact them on 0207 107 9922.

USEFUL GUIDES, NUMBERS AND WEBSITES

INTERNATIONAL STUDENT GUIDE available from the International Office or at;

www.hw.ac.uk/registry/resources/06_07RegPack/07%20Int%20Students%20Guide%202006.pdf

GUIDE TO STUDENT SERVICES available from Student Welfare or at;

STUDENTS ASSOCIATION

Edinburgh Campus	0131 451 5333
Scottish Borders Campus	01896 892170
Advice & Support Centre	0131 451 5333 (Internal) ext. 4499

HERIOT-WATT UNIVERSITY

Edinburgh Campus – Reception	0131 449 5111
Scottish Borders Campus – Reception	01896 892133

Student Helplines within the University

(If dialing externally please dial 0131 449 5111 & ask for the following extension)

Emergencies	Red Emergency Phones or ext. 2222
Admissions	ext. 3376
Careers Service	ext. 3391
Catering & Residences	ext. 3111
Chaplaincy	ext. 4508
International Student Advice	ext. 3398
Library	ext. 3577
Student Welfare Services	ext. 3386
ResNet	0870 033 9880

POLICE

Headquarters, Fettes	0131 311 3131
Balerno (covers Edinburgh Campus)	0131 449 5991
Livingston (covers Edinburgh Campus)	01506 431 200
Torphichen Place, West End	0131 229 2323
Lost Property	0131 311 3141

FINANCE

Student Loans Company	0800 40 50 10
SAAS	0845 111 1711
National Debtline	0808 808 4000

UTILITIES

Electricity emergency	0845 272 7999
-----------------------	---------------

Gas emergency	0800 111 999
Water emergency	08457 420 420

HEALTH

Dental Practice (on Edinburgh Campus)	ext. 3080
Health Centre (on Edinburgh Campus)	ext. 3010
Health Centre (out of hours)	0131 449 4411
NHS 24 (24 hour medical advice)	08454 24 24 24
Royal Infirmary	0131 536 1000
Family Planning Clinic	0131 332 7941
Caledonia Youth (sexual health for under 25's)	0131 229 3596

SUPPORT

Citizens Advice Bureau	0131 557 1500
Samaritans	08457 90 90 90
Immigration Advisory Service	0141 248 2956
Ethnic Minorities Law Centre	0131 229 2038
LGBT Youthline (Tuesdays 7.30pm to 9pm)	0845 113 0005
Sahelyia (black women's' mental health organisation)	0131 556 9302
Scottish Women's Aid	0131 315 8110
Cruse Bereavement	0131 229 6275
Crew 2000 (drugs info & support)	0131 220 3404
Alcoholics Anonymous	0845 769 7555
Eating Disorders Association	0845 634 1414
Gamblers Anonymous	0870 0508 881
Shelterline (accommodation advice)	0808 800 4444
Private Rented Sector Team (PRST)	0131 529 7247

TRAVEL

Central Radio Taxis	0131 229 2468
Edinburgh Airport	0870 040 0007
First Bus	0870 727271
Lothian Buses	0131 555 6363
National Rail Enquiries	08457 484950

WEBSITES

HWUSA

Heriot-Watt University Students Association www.hwusa.org

HERIOT-WATT UNIVERSITY

Careers	www.hw.ac.uk/careers/
Catering & Residences	www.hw.ac.uk/catering
Chaplaincy	www.hw.ac.uk/chaplaincy
International Student Advice	www.hw.ac.uk/registry/isa-info.php
Library	www.hw.ac.uk/library
Student Welfare Services	www.hw.ac.uk/welfare
HW ResNet	www.hwresnet.hw.ac.uk

POLICE

Lothian & Borders Police www.lbp.police.uk

FINANCE

Student Loans Company	www.slc.co.uk
SAAS	www.student-support-saas.gov.uk
National Debtline	www.nationaldebtline.co.uk/
Royal Bank of Scotland	www.rbs.co.uk

TRAVEL

Lothian Buses	www.lothianbuses.co.uk
National Rail Enquiries	www.nationalrail.co.uk
Edinburgh Airport	www.edinburghairport.com
First Bus	www.firstgroup.com/index.php
Traveline	www.traveline.org.uk/index.htm

UTILITIES

Electricity & Gas www.scottishpower.co.uk

HEALTH

NHS 24	www.nhs24.com
Uni Health Centre	www.hw.ac.uk/health
Caledonia Youth	www.caledoniayouth.org

SUPPORT

Citizens Advice Bureau Edinburgh	www.edinburgh0.freemove.co.uk
Edinburgh City Council	www.edinburgh.gov.uk
The Samaritans	www.samaritans.org.uk
Immigration Advisory Service	www.iasuk.org
LGBT Youthline	www.lgbtyouth.org.uk
Saheliya (black women's mental health org)	www.saheliya.org.uk
Scottish Women's Aid	www.scottishwomensaid.co.uk/index.html
Cruse Bereavement Edinburgh	www.crusescotland.org.uk
Crew 2000 (drugs info & support)	www.crew2000.co.uk/index.htm
Alcoholics Anonymous	www.alcoholics-anonymous.org.uk
Eating Disorders Association	www.edauk.com/
Gamblers Anonymous	www.gamblersanonymous.org.uk
GA Scotland	www.gascotland.org/ number
Shelterline	www.scotland.shelter.org.uk
Private Rented Sector Team	www.edinburgh.gov.uk/prst

STUDENT REPRESENTATION

NUS	www.nusonline.co.uk
NUS Scotland	www.nusonline.co.uk/scotland
National Postgraduate Committee	www.npc.org.uk

SCOTTISH BORDERS CAMPUS**STUDENTS ASSOCIATION**

Edinburgh Campus	0131 451 5333
Scottish Borders Campus	01896 892170
Advice & Support Centre	0131 451 5333 (Internal) ext. 4499

HERIOT-WATT UNIVERSITY

Edinburgh Campus – Reception
Scottish Borders Campus – Reception

0131 449 5111
01896 892133

Student Helplines within the University

For general help and advice (If dialing externally please prefix all number with 01896 89)

Emergencies	Red emergency phones or ext. 2222
Students Association & SRC Office	ext. 2170
Accommodation Services	ext. 2274
Admissions	ext. 3376
Careers Advice and job Hunting	ext. 2131
Examinations and Graduation	ext. 2211
Library	ext. 2241
Reception	ext. 2133
Residences	ext. 2180
Shop	ext. 2171
Sports and Exercise	ext. 2232
Student Welfare Services	ext. 2178

POLICE

Galashiels Sub Division	0131 311 3131
-------------------------	---------------

GENERAL

Citizens Advice Bureau ,111 High St, Galashiels	01896 753 889
Scottish Borders Tourist Board	08706 080 404
SAAS	0845 111 1711
Scottish Loan Company	0800 405 010
Scottish Borders Council, Newton St.Boswells	01835 824 000

MEDICAL

NHS 24 (24 hour medical advice)	0845 24 24 24
Borders General Hospital, Melrose.	01896 826 000
Drs Ainslie, Wright & Leaver, 10 Roxburgh St, Galashiels	01896 752 557
Galashiels Health Centre, Currie Rd, Galashiels Dr R Johnston	01896 661 360
Drs Lindsay, Arbuckle, Megahy & Soutter	01896 661 350
Glenfield Medical Practice	01896 661 363
Drs Owen D.J & Smith R.R	01896 661 355

DENTISTS

Mascall & Coyle, 19 Bank St ,Galashiels	01896 752 752
Wm Andrew B.D.S, 6 Roxburgh St, Galashiels	01896 753 424
Thom, Sloan & Munro, 23 Albert Place, Galashiels	01896 752 679

DRUGS/ALCOHOL

Penumbra Youth Project ,38 Gala Park, Galashiels	01896 751 177
--	---------------

LESBIAN, GAY & BISEXUAL HELP & ADVICE

LGBT Youth –Borders, Ladhope Vale, Galashiels	01896 757 857
---	---------------

SPORTS FACILITIES

Fitness Unlimited ,54 Ladhope Vale, Galashiels	01896 751 111
Tweedbank Outdoor Sports Complex , Tweedbank Industrial Estate, Galashiels,	01896 750 456
Galashiels Golf Club, Ladhope Recreation Ground, Galashiels	01896 753 724
Swimming Pool, Livingstone Place, Galashiels	01896 752 154

TAXIS

Five Star Taxis, 94 High St, Galashiels (24 hours)	01896 756 789
Skippy's Taxis, 5 Gorse Lane Galashiels	01896 759 000
Reiver Taxis, 229 Magdala Terrace, Galashiels	01896 755 755
Diamond Taxi's, 203 Magdala Terrace. Galashiels	01896 754 321
Allied Taxi's, 26 Roxburgh Street, Galashiels	01896 750 500