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SECTION 1 ±THE ESSENTIALS

QMU Portal

The QMU Portal is youa



## Matriculation

New and returning students must matriculate online (i.e. formally register on a programme of 4.96 842.04



You should contact the Student Engagement Monitoring Team if you have any questions at [SEM@qmu.ac.uk](mailto:SEM@qmu.ac.uk)



Any student who submits an assignment late, after the assessment submission date and time, without the prior agreement of the Programme Leader, or without good or agreed cause, will have marks deducted according to the following criteria:

- If submitted as a first attempt, after the deadline but up to and including six days after the deadline. A maximum mark of 40% can be achieved for undergraduate programmes, and a maximum mark of 50% for postgraduate programmes. If submitted as a first attempt, seven days or more, including on the 7th day after the submission deadline, a mark of 0% will be awarded.
- 

#### Guidance Regarding the Format and Submission of Undergraduate/Postgraduate Dissertations and Projects

If you are studying on a programme where a dissertation or project submission is required, details on the required format will be available in your Dissertation/Project Handbook and on the Module HUB site.

#### Return of Marks and Feedback

The marks and feedback for your assessments are generally provided 20 working days following the submission date. For modules at Levels 3 and 4, your marks and feedback should be available within 15 working days. However, should feedback be delayed for any reason, you should be informed of a revised deadline by the relevant College or Department.

A message on the module site in HUB@QMU will be used to inform you when the feedback is available.

## SECTION 2 - IT AND LEARNING RESOURCES

### Learning Resource Centre (LRC)

The Learning Resource Centre (LRC) is a key space for staff, students and researchers. Within the LRC we offer a library service which is effective, dynamic, up-to-date and responsive to the needs of its users.

There are a wide range of services available, including information relating to borrowing, study

The LRC can be found to the right-hand-side of the main entrance on level 1. Remember, you

conventional computer technology include streamlining of IT support, cost saving, better security and lower noise levels.

### Closure of IT Account

After you leave the University (to graduate, or if you withdraw), your IT account will be closed after six weeks. This will ensure that you have time to view your results and transfer any important items.

### Printing, Photocopying, Scanning ±Multifunctional Devices (MFDs)

Printing, photocopying and scanning facilities are provided by MFD units. MFDs are located around the LRC and other key sites. Students use their smartcards to pay for and release printing from the MFDs.

## SECTION 3 ±ACCESS TO STAFF

There are many ways that students can access and communicate with both academic and administrative staff; in person, by telephone, by email, or other electronic method of communication (for example, a discussion group on HUB@QMU).

### Access to Academic Staff

- x Telephone: 0131 474 0000 4081 V WHOHSKRQH V\ VWHP LV YRLFH DFWL clearly for the relevant member of staff
- x Email: staff email addresses can be found in the Address Book of your QMU email account. Please note that QMU staff will only use QMU email address to communicate with students and colleagues, and students are asked to do the same
- x HUB: the majority of Module Coordinators have supporting HUB sites where information will be posted, and where you can interact with academic staff using online tools such as discussion boards
- x Additionally, some academic staff may run surgeries or drop-in sessions
- x All students are also allocated a Personal Academic Tutor (PAT) (see relevant section below)



a programme or School level. Students are actively engaged in almost all committees (see below for an exception to this)

Institution-level committees develop key strategies and reference points. Importantly these include the [Student Experience Strategy](#), which has recently been refreshed in partnership with students to identify priority areas that we will work on to continue to enhance the student experience. All students are welcome to participate in projects that contribute to the implementation of the Strategy. If this would be of interest, please contact the [Secretary to the Student Experience Committee](#). The Student Experience Strategy infographic (provided below) summarises the key Strategy content.













- International Hardship Fund

happen to you, and we urge you to use this tool to access support and to report any incident you have experienced.

It is important to speak to someone soon after an incident occurs so that you can get help, support and advice. You are not alone.

Our Report and Support portal provides you with the means to access information about your options, seek support and report any incident. All support and reports are treated confidentially. You can access the portal here: [Report and Support](#)

## Peer Assisted Learning Scheme (PALS) at QMU

PALS (Peer Assisted Learning) operates in several different subject areas at QMU. If you are studying one of these subject areas there will be a PALS Session for you:

- BA (Hons) Business Management
- BA (Hons) Events & Festival Management
- BA (Hons) International Hospitality & Tourism Management
- BSc (Hons) Psychology
- BSc (Hons) Psychology and Sociology
- BSc (Hons) Public Sociology
- BA (Hons) Drama
- BA (Hons) Theatre & Film
- BA (Hons) Education Studies (Primary)
- BA (Hons) Education Studies
- BA (Hons) Film & Media
- BA (Hons) Media & Communications
- BA (Hons) PR Marketing Communications
- BSc (Hons) Paramedic Science

### What is PALS?

PALS Sessions are student led learning sessions. They are a relaxed, fun and informal way to receive support for your learning at QMU. You can use a session either to help you understand something you were struggling with, or perhaps to consolidate and develop the learning you have already completed. We also run revision sessions so you can brush up on your knowledge in the run-up to your exams.

The students who run them are known as PALS Leaders and they have all been where you are now and want to support you by sharing their experience.

PALS sessions run on a regular basis throughout term, and you will be notified by email, HUB announcements and your lecturers about upcoming sessions. Some sessions are also advertised on Student Central.

The sessions are not mandatory ±some people just pop along to a session when they have a particular area of study they are struggling with, while others attend every session because they appreciate the extra support and the experience of the PALS Leaders.

Find out more about PALS and how it works at: [PALS \(Peer Assisted Learning\)](#)

Want to get involved?

If you would like to attend a session, [contact us](#) or keep an eye out for information in your QMU inbox/HUB page about sessions coming up and join us! You will also find information about upcoming sessions on Student Central.

If you would like to be a Leader, please contact us



[union@qmu.ac.uk](mailto:union@qmu.ac.uk). You can also check out our website <https://www.qmusu.org.uk/> and find us on Facebook, Instagram and Twitter @QMUSU.

The Role and Remit of the Class Representative

The Class Representative has particular responsibility for their year of study within their own programme.

The Class Representative has two functions. The first is to consult with the students on the programme to get their ideas and note any concerns they may have about any aspect of their education at QMU; and to represent the ideas and the concerns of students on the programme at

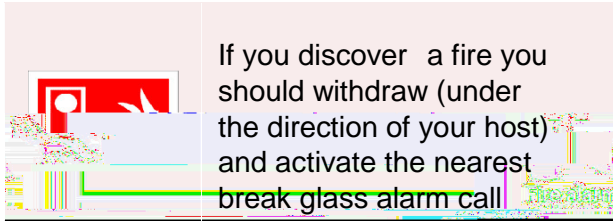




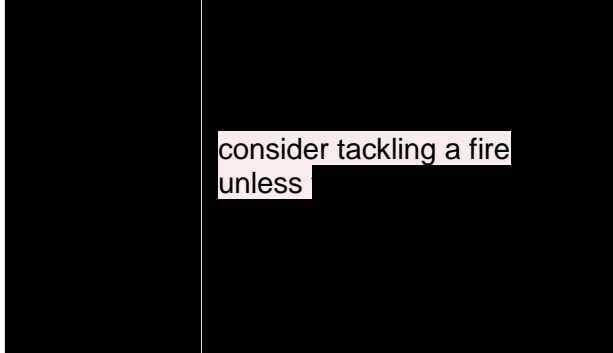
- Not interfere with any item which has been provided in the interest of safety, report any hazards or suspicious activities, and
- Report all accidents and incidents you become aware of.

Arrangements

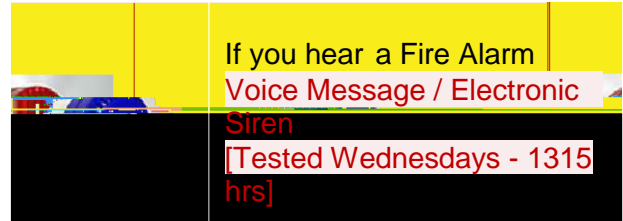
a) Fire Safety



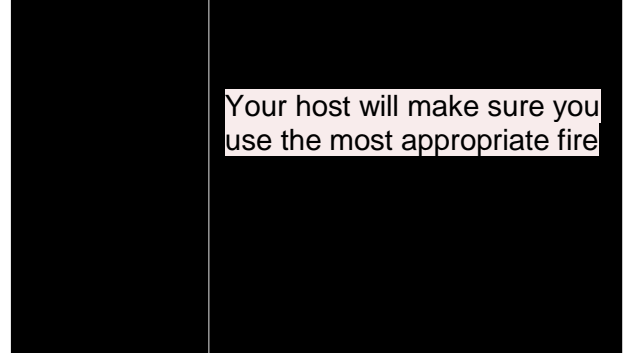
If you discover a fire you should withdraw (under the direction of your host) and activate the nearest break glass alarm call



consider tackling a fire unless



If you hear a Fire Alarm  
Voice Message / Electronic Siren  
[Tested Wednesdays - 1315 hrs]



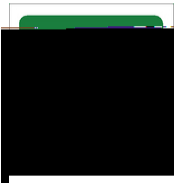
Your host will make sure you use the most appropriate fire

## Fire Assembly Points

Assembly Point 1:	University Square
Assembly Point 2:	Outside LRC
Assembly Point 3:	SUDS Pend
Assembly Point 4:	Halls of Residence



### b) First Aid



A First Aider [or defibrillator] can be summoned by calling the security team on: Internal Extension 2222



### c) Accident Reporting

You must report ALL DFFLGHQWV RU μQH DU PLVV¶ LQFLGHQWV WR WK complete an Accident Report Form. All forms must be completed in full with all the relevant contact details.

### d) Supportive Environments



QMU is a fully inclusive community and our buildings and procedures are designed to support students in their study. If you require support, please contact the QMU disability advisers where arrangements can be put in place to ensure your safety.







## Freedom of Information, Data Protection and Complaints Handling Procedure

### Freedom of Information

Compliance with the Freedom of Information (Scotland) 2002 Act (FoISA) at Queen Margaret University is coordinated by the Division of Governance and Quality Enhancement.

FoISA intends to encourage public organisations to become more open and accountable. QMU strives to be as open as possible in its attitudes, operations, policies and processes, and is pleased to share information about its activities.

You can find more guidance on University procedures in compliance with the Act at: <https://www.qmu.ac.uk/footer/foi-and-data-protection/what-is-foi/>

### Data Protection

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The Data Protection Act 2018 came into force in March 2018 and implements the General Data Protection Regulation (GDPR) into UK Law. This Act applies to information about individuals, known as "personal data". Queen Margaret University needs to process and retain certain personal data, for example about its staff and students, to fulfil its purpose and to meet its legal obligations to funding bodies and government.

You can find more guidance on University procedures in compliance with the Act in our [Freedom of Information](#) web pages.

### Complaints Handling Procedure

The University has a Complaints Handling Procedure which can be found here: