

Discover a place
**Where you
matter !**

Student Induction Handbook 2011



North Highland College
University of the
Highlands and Islands

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Student Induction Handbook

It is important that all students read the contents of this booklet as it contains information which will assist you during your period at North Highland College.

The North Highland College, as regards the provision of education and training, wants to offer the best service we can.

To help us do this we have introduced a number of new standards, which are all covered in this booklet

You will receive a further detailed Induction when you arrive at College - this booklet is to give you a head start before you arrive!

Student induction is a vital part of your introduction to college life. The following pages will serve as a useful supplement to your general or course specific induction experience.

The aims of our induction programme is to make sure that you make a smooth transition into college life and to ensure that you are provided with sufficient information that will allow you to make a positive and productive start to your programme of learning.

Standards of Service

This is a framework for the **Standards of Service** that students, employers and members of our community can expect to receive from the North Highland College.



Statement of Principle

We believe our students are the most important people in our College. As such, we believe that they are entitled to receive courtesy, respect, interest and enthusiasm from our staff.

They are entitled to expect an educational experience of the highest quality, which has relevance either for their future employment, or to their further studies.

They may expect that the service as a whole will be responsive to their needs and we expect that our students will value the time they spend in College.

We want our students to enjoy studying in the College and we wish them to return to update their skills and knowledge at appropriate times in the future.

We believe our students should be involved collectively in the development of the academic policies of the College.

The Standards of Service You Can Expect

When you come in to the College

If you have an appointment

You should be seen on time, if not you should be seen within 10 minutes.

When you telephone us

Your call should be answered within 1 minute.

When you write to us

You should get a response within ten working days of our receiving your letter.

We will answer all your questions in clear, plain language.

When you are due a payment

You should receive the right amount of money on time.

Consulting Our Customers

We are committed to finding out, listening to and acting upon your views. We do this in a number of ways, by:

- Collecting and analysing the written suggestions and complaints you send us.
- Carrying out an annual customer satisfaction survey each academic year.

We publish the results and use them, for example, to develop the services our customers say are the most important to them.

Whenever you contact us

You can expect us to:

- Give our name when we answer the phone or write to you.
- Be polite, considerate, open and honest.
- Respect your privacy.
- Give you information about the courses we run.
- Apologise if we get things wrong, explain what has happened and put things right.
- Deliver our services fairly, and to the same high standards to all our customers, regardless of gender, ethnic origin, disability and religion.

Student Entitlements

As a student at The North Highland College we will endeavour to provide you with:

- The provision of guidance.
- The provision of additional support for learning.
- The opportunity to negotiate a proportion of your programme of study.
- The development of a learning plan which meets your vocational and/or academic needs.
- The provision of an appropriate range of student support services.
- Equality of opportunity and choice in the education/training programme appropriate to your needs and capabilities.
- The right to participate in student associations and to join the National Union of Students.
- Prompt payment of funds if you are eligible.

Student Obligations

As a student at The North Highland College you are obliged to:

1. Observe the College's code of discipline and rules.
2. Observe the College's code of academic discipline.
3. Conform to Health and Safety regulations and other related codes of practice.
4. Attend classes regularly, which comprise parts of the programme, undertake course work and other assignments (including assessment exercises) which are an integral part of the negotiated programme.



Choosing a Course

If you want to become a student, full-time or part-time, at The North Highland College, you can expect us to provide you with the information and advice which helps you choose the most suitable course for your needs.

You can expect us to provide you with information about:

- The courses we offer.
- Entry requirements.
- How to apply.
- Support Services for students (including accommodation, welfare and support for students with disabilities/additional support needs).
- Sources of financial help.

Housing and Accommodation Arrangements

The College's Student Support Section offers assistance to students seeking accommodation.

You should try to speak with the Learner Support Manager about accommodation when you come for your interview, but if this is not possible you may write, fax or phone:

The following information is intended as a summary guide only.

Learner Support Manager

The North Highland College,
Ormlie Road,
Thurso,
KW14 7EE.

Phone: (01847) 889310

Fax: (01847) 889001

Email: Anna.Swanson@thurso.uhi.ac.uk

The North Highland College does not operate Halls of Residence. Therefore, all students must find accommodation in the private sector.

Privately Owned Accommodation

The Student Support Section can provide a list of accommodation. The list gives all students the opportunity to select those properties appropriate to their requirements.

Thurso Campus

In Thurso, the types of privately owned accommodation are:

Rooms rented by local families - A number of local families offer rooms for rent to students. The student is provided with breakfast and evening meal by the family owning the lodgings. Some of these accommodation providers prefer the student to vacate the rooms at weekends, whilst others offer accommodation seven days a week throughout the year.

When making arrangements for this type of accommodation make sure you are clear about these details.

It is recommended that students who are leaving home for the first time, and who are also under 18 years of age should seek accommodation run by landladies.

You should follow the advice given below and ask the questions suggested there. The Student Support Section **cannot** enter into formal agreements with private landlords on your behalf.

Accommodation - Some Important Questions

This list is not exhaustive but should give you an idea of the things you should clarify when making accommodation enquiries.

- How far is the accommodation from the College and how long does it take to walk there? Is there a bus service?
- Will you be sharing a room?
- What meals are provided?
- If you cannot go home at weekends regularly, is it okay to stay?
- If you do not expect to be there at weekends, is this okay?
- How much is the room going to cost per week or per night?
- If the course you are on requires you to go on work placement, will this affect your accommodation? You should make this clear.
- Will you have to pay a retainer to keep your room, if you have to go away for work placements?
- Will you be able to use the washing machine, or have any washing done for you?

More questions

Before you telephone, think about any other questions you would like to ask and any information that your landlady would need, for example:

1. Do you have any allergies or special dietary requirements?
2. Do you suffer from any medical conditions that she would need to know about?
3. Exactly when will you be arriving and leaving each week, i.e. how many nights are you staying each week?

Once you have arranged your accommodation it is up to you to let your landlady know exactly when you will be arriving. Check the start date of the course and note that sometimes there is an enrolment day the week before the official course start date. You should discuss any house rules, such as if and when you may use the 'phone and how you should pay for this. Remember excessive incoming calls are often a nuisance too. What time should you be in by at night? This may vary according to your landlady, your age and the day of the week, as all circumstances are different.

You **must** pay your landlady/landlord promptly and in full. You may need to rely on your own savings until your grant or bursary is paid out. You must budget carefully. Often students get into difficulties when budgeting on a small income. Pay your lodgings first or at least keep the money by and you won't have to worry about it.

The Student Support Section can help with financial advice but don't let a little problem escalate into a big one. Should you have any accommodation worries throughout the year, speak to Student Support.

Flats and Houses

Occasionally private landlords will let property to students and this can be made more affordable, if students are willing to share. This type of accommodation comes on the market only rarely, and it would not be advisable to rely on this coming up at exactly the right time for you.

Properties are often heard about by word of mouth and you need to keep your ear to the ground. It is worth checking the local newspapers and the internet regularly.

You will have much more scope if you have your own transport, and are able to consider properties in, for instance, a ten-mile radius of Thurso.

We would not generally advise younger students to take on the additional responsibility of a tenancy.

Alness Campus

Information on accommodation for the Alness area can be requested from:

Alness

The North Highland College,
Tern House,
Alness Point Business Park,
Alness Ross-shire

Phone: (01847) 889600

Fax: (01349) 882208

Email: info@northhighland.ac.uk

Dornoch Campus

Information on accommodation for the Dornoch area can be requested from:

Dornoch

The North Highland College,
Grange Road,
Dornoch,
Sutherland

Phone: (01847) 889371

Fax: (01862) 811853

Email: info@northhighland.ac.uk

Preparing For Study

Once you have been accepted onto the course of your choice, you will receive information, guidance and support through a course induction programme to help you complete your studies successfully.

You will receive information on:

- The aims and structure of your course, teaching methods used, including the mix of practical, lecturing and tutorial sessions.
- Facilities for students with disabilities/additional support needs.



Whilst On Your Course of Study

You can expect:

- To receive high standards of teaching and supervision of project work.
- To make an appointment with a member of staff to discuss the programme for which you have been accepted and your personal progress on the programme.
- To have access to the College's guidance and counselling services which offer academic, career, vocational and additional support needs advice and support.
- Efficient and appropriate assessment procedures.
- An opportunity to express your views on the quality of teaching and other services.
- To have any formal complaints investigated thoroughly and without undue delay.

Student Checklist

Are you aware of the following? If not, these will be covered within the Student Induction programme when you come to College.

		YES	NO
1	Name of your programme tutor		
2	Name of your section head		
3	College layout		
4	College regulations		
5	Health and Safety Regulations and Procedures		
6	Procedures for absence		
7	Financial assistance that may be available to you		
8	Travelling arrangements (if any)		
9	Student facilities within the College		
10	What students have a right to expect from College staff		
11	What college staff have a right to expect from students		
12	Provision of text books, specialist equipment, protective clothing		
13	Arrangements and functions of the college support services		
14	Location of the Student Advisor's office		
15	Name of the Student Advisor		

Policies and Procedures

1. Title

Student Timekeeping, Attendance and Absence

2. Purpose

This procedure has been developed to give clear guidelines, both to our staff and to our students, as to the steps which should be universally adhered to when addressing perceived timekeeping and attendance breaches by members of our student body. It is a balanced procedure which is intended to ensure that timekeeping and attendance breaches are properly investigated and dealt with in a methodical manner.

3. Scope

All students attending a programme of study at the College

4. Responsibility

It is the responsibility of students to familiarise themselves with the content of the procedure and the definitions contained within.

The Deputy Principal will implement and monitor this policy on an annual basis.

Introduction

The procedure has three principal stages, as described below, which can be summarised as;

1. Interview with Course Tutor resulting where necessary in the issue of a verbal warning from the Course Tutor, confirmed in writing. Prior to this stage the Course Tutor will liaise with Learner Support to consider options for additional support and guidance.
2. In situations where the problem recurs, or if the problem is of a more serious nature, an interview with the Curriculum Manager will be arranged which may result in the issue of a formal written warning by the Curriculum Manager.
3. In situations where a contract has been issued and the terms have been clearly breached by the student, the matter is referred to the Principal.
4. The student may then be invited for interview by the Principal, and has the right to be accompanied at this meeting by a friend or representative.

5. The Principal or a nominated Assistant Principal/Outreach Centre Manager has the power to expel the student from the College as a result of this interview.
6. The student will be informed of his/her right of appeal to the Board of Management if this action is taken.

5.1 Lateness/Unauthorised Early Departure

5.1.1

Late arrival or early departure of any student must be recorded in the register.

5.1.2

Students are expected to account for late arrivals, in advance if possible. Early departure must be agreed by the Course Tutor and relevant Subject Tutor in advance.

5.1.3

Persistent unauthorised late arrival/early departure, (e.g. 3 consecutive occurrences for any class, or 3 occurrences within one week for a full-time student), should be referred to the Course Tutor who will ask the student to account for the occurrences.

Where no satisfactory explanation is received, the Course Tutor will:

1. Issue a verbal warning, if the problem persists a formal written warning will be issued. In the case of a student aged under 18, a copy of the warning will be issued to the student's parent/guardian.
2. Initiate a record of intervention

5.1.4

If the situation still persists, the matter should be referred to the Curriculum Manager who will interview the student and issue a written warning.

5.1.5

Further problems must be referred to the Principal or his Depute who may suspend the student.

5.2 Absence from Classes

5.2.1

The absence of a student from any timetables class must be recorded in the register.

5.2.2

Students are expected to account for any absences.

5.2.3

If a student is absent from two sessions for any one unit within a period of three weeks, individual Tutors will:

- Make necessary arrangements for remediation
- Advise the Course Tutor

The Course Tutor will ensure that satisfactory arrangements for remediation have been made in all subjects.

Where no satisfactory explanation for absence has been received the Course Tutor will also:

- Ask the student to account for the absences.
- Warn the student of the effect of absence on his/her studies.
- Issue a formal verbal warning that further absences without satisfactory explanation would result in the issue of a written warning. (In the case of a student aged under 18, a copy of the warning will be sent to the student's parent/guardian.)
- Complete a Record of Intervention Report.

5.2.4

If the absences continue after 5.2.3 above where a warning has been issued, then the student must again be reported to the Course Tutor who will:

- Inform the Curriculum Manager, giving all relevant information.
- Arrange for the student to be interviewed by the Curriculum Manager who will:
 - Ask the student to account for the absences.
 - Issue a written warning if no satisfactory explanation is given.
- Issue an attendance contract to the student which will contain the conditions which require to be met by the student to allow continued participation on his/her course.
- Inform the Learner Support Manager, in order that any payments that the student is currently in receipt of may be reviewed or withheld.

- In the case of a student aged under 18, a copy of the warning will be sent to the student's parent/guardian.
- Complete the appropriate section of the Record of Intervention

5.2.5

If the terms of the attendance contract are breached by the student, the student must be referred to the Principal or his Depute, together with the Record of Intervention. The Principal or his nominated Depute has the power to suspend the student indefinitely from the College if it is felt necessary.

5.2.6

Where a full-time student is absent from classes for more than one week and no communication has been received from the student, the Course Tutor will send a letter to the last known address of the student, asking for explanation of his/her absence and requesting the student to contact either the Course Tutor or the Manager, Learner Support to discuss the continuing absence.

5.2.7

If no contact is made by the specified date then a second letter must be sent together with a Student Withdrawal from Course Form. If no reply is received within a week the student will be assumed to have withdrawn from the course. The Curriculum Manager and the Registry Section must be kept informed at all stages of this procedure. A record of intervention must be completed.

Definitions

It is expected that all students attend all timetabled classes. Absences from class should be kept to a minimum

A student who is ill or absent from College **must telephone** the College before **9.30 am** stating their name, the course they attend and the reason for their absence.

Students on **Work Placement must telephone** their work placement (in line with starting times arranged as part of the work placement conditions) to inform the Work Placement provider that they are ill and will not be at placement that day. Students must also contact their Course Tutor at the college.

Student Network Accounts

All students will receive a College computer network account which will give access to software, etc required for their course. Access to the College Network is subject to the College Acceptable Use Policy which is agreed to on signing the College enrolment form, a copy of the Acceptable Use Policy is available from Reception, Library, or can be requested via your tutor.

Student Network Accounts will be available from 0900 the day after enrolment, during peak times. In certain circumstances lecturers may be able to provide students with a temporary account until their network account is ready. Students should NOT save any work to the network if logged on with a temporary account.

Student Network Account Format User ID = student ID number - e.g. 9999999 Password = D.O.B in the form ddmmyyyy, - e.g. 20101985

Student GroupWise Account

All students will receive a College email account, (GroupWise), following enrolment. These accounts are generated for us by UHI and will be available at the same time as your College Network ID. These accounts are also covered by the Acceptable Use Policy. Your email account can be accessed either through the GroupWise icon on your desktop or via the web at www.webmail.uhi.ac.uk The User ID and Password for your email account will initially be the same as your network account. Please note that if you change your password on one account, it will NOT change your password on the other account.

All students have access to the College network when outside the College by accessing the "My Desktop Link" from the College's external web site (www.northhighland.ac.uk). This will allow students to access a virtual desktop using the normal network login and password.

Any student who accesses a banned internet site via college IT network is in BREACH of the Acceptable Use Policy and will have their access blocked. A written warning will be issued before your account is unblocked. Should you continue to access such sites you will have your computer access blocked permanently which may result in you being unable to complete your course.

For further details refer to Acceptable Use Policy.

College Intranet - SharePoint

The College intranet is your gateway through to all your information and learning resource needs.

The intranet will also seek to keep you up to date with what's happening around the College from social events to services that will complement and support your studies.

Remember these pages are also available off campus from any internet enabled PC.



Lasting The Pace

Assessment

All courses involve continuous assessments as a means of determining what you can do. However, depending on the structure of course, you **may** also have to sit prelims and end of year exams.

Either way the bad news is that you cannot "wing it". To last the pace you should follow the advice given below:

- be organised
- meet deadlines
- make sure that you understand what the lecturer is looking for
- if you get into difficulties with the organisation of your work, don't just hope it will all work out, speak to your tutor who will help you plan your schedule
- do not file all your work in one small folder! You will get totally confused as to what goes where. Keep each subject in a separate file and label it accurately
- make sure you submit re-drafted and corrected work on time.

It is your responsibility - not the lecturer's - to ensure that you are meeting the course requirements

UHI Policies and Procedures

Full details are available at:

<http://www.uhi.ac.uk/home/about-uhi/governance/regulations>

Students who are in receipt of SAAS Funding which includes HE Discretionary and Childcare Fund.

If attendance of students who are in receipt of SAAS funding is unsatisfactory, the College is obliged to report this to the Student Awards Agency/Student Loans Company and the situation concerning further funding may be reviewed.

Failure to achieve this may result in the Student Awards Agency/Loans company being notified, unless there is appropriate evidence on file.

If you are dissatisfied with your course

The College is committed to providing good quality courses. Accordingly, we have set up course monitoring systems which gather feedback from our students on the quality of course delivery, organisation and management. All student feedback, positive or negative, is valued and is used in the process of reviewing the quality of our curriculum. If there are problems with the delivery of a course, they should be highlighted in accordance with the guidelines below.

If you are concerned about your lack of progress or understanding in a particular module or unit and feel that this may be due to the teaching techniques employed by the lecturer, you **must advise the lecturer at the earliest opportunity**. The lecturer will value this feedback and take all practical steps to resolve the situation.

Where members of a student group have concerns about the way course modules/units are being delivered, or other issues relating to the organisation and management of the course, these need to be brought to the attention of the Course Team. The Course Team includes all course teaching staff. It has the duty of overseeing course delivery and is responsible to the Curriculum Manager for this function. Course Teams meet regularly throughout the session and students have the right to elect a Student Representative to their Course Team. The Student Representative plays an important role in bringing the student view to Course Team Meetings. All issues raised by a Student Representative will be formally considered and addressed by the Course Team.

In situations where the Course Monitoring provision has been fully explored or in situations where it would be inappropriate to use these channels (e.g. dissatisfaction with more general aspects of College life), a formal complaint may be made.

If a student wishes to make a formal complaint it must be made in writing and addressed to the Assistant Principal (Quality Assurance). A complaint form is available from reception and may be used for this purpose. A formal complaint will be acknowledged within two working days and will be fully investigated by the College. The complainant will then be advised of the completion of the investigation and where appropriate the outcome. All complaints will be treated as strictly confidential.

If you wish to make a commendation

In some circumstances students are particularly appreciative of the quality of teaching and support received during their time at College, and wish to draw this to the attention of the College Senior Management.

If you are in this position and wish to make a formal commendation it should be addressed to the Assistant Principal (Quality Assurance).

Leaving College before the end of your Course

If you decide to leave College before your Course finishes (and please don't make this decision without first speaking to your Course Tutor and/or the Learner, Support Manager) you must fill in a 'Withdrawal Form' and return it to the Main Office. Information from this form will be forwarded to SAAS via UHI who will notify SAAS of your withdrawal.

NB If you leave a Course before it has finished, you may have to pay back a portion of your funding, and your chances of getting further funding in the future may also be affected.

Student Representation

Each course is represented by a class representative. These students will be elected by fellow students.

Their function is to present the student viewpoint at Course Team Meetings.

There will also be student representatives required on various College committees including the Board of Management as student input is an important factor in improving the course and the student experience in College.



Student Discipline

The prime objective of the College is to provide effective programmes of learning which will provide students with a fair opportunity to complete successfully their course requirements. In order to achieve such success, students have an obligation to attend all time-tabled activities and to apply themselves to their studies.

Furthermore, there is an expectation that a student will not engage in conduct that will adversely affect the prospects of other students successfully completing their courses. In summary, all students are expected to abide by College regulations at all time.

The **vast majority** of our students are able to comply with these requirements. However, it is acknowledged that when a student's conduct falls short of what is acceptable to the College, a clear set of guidelines on how this should be addressed is required.

The North Highland College Student Disciplinary Policy.

It provides clear guidelines on the procedures to be followed when addressing perceived misconduct by members of our student body. It is a balanced policy which is intended to ensure that all incidents of alleged misconduct are fully and properly investigated and processed in an appropriate manner.

Stages

The policy has three principal stages which can be summarised as follows:

Stage 1

Interview

with Course Tutor (regarding such matters as poor attendance) resulting where necessary in the issue of a verbal warning from the Course Tutor, confirmed in writing.

Stage 2

In situations where the problem recurs, or if the problem is of a more serious nature, an interview with the Curriculum Manager will be arranged which may result in the issue of a formal written warning by the Curriculum Manager. In cases relating to poor attendance, or disruptive behaviour, a formal contract will be issued to the student detailing the conditions associated with continued access to his/her course of study.

Stage 3

In situations where a contract has been issued and the terms have been clearly breached by the student, or in cases of serious misconduct, the matter is referred to the Principal. The student may then be invited for interview by the Principal, and has the right to be accompanied at this meeting by a friend or representative. The Principal has the power to suspend the student from the College as a result of this interview. The student will be informed of his/her right to appeal to the Board of Management if this action is taken.

Guidance And Student Support Services

If you are having problems with any part of your course, you should speak to your Course Tutor.

Support for your studies is also available from Support for Learners located in Room 208. If you have any sort of personal problem or if you need advice or information, you can talk in confidence to the Learner Support Manager, Anna Swanson.

If you require a CV or information and guidance on Job Search you can talk to Diane Ross, Learner Support Section.

Learner Support Manager

Has responsibility for the following

- Discretionary Funds/Childcare Funds (HE and FE)
- SAAS Enquiries
- Welfare and support issues

and can be contacted in Room 208

Monday to Friday - 1.00 pm - 4.30 pm

Appointments can be made at Reception.

Telephone: 01847 889310 OR 01847 889363 and

E-mail anna.swanson@thurso.uhi.ac.uk or
Diane.Ross@thurso.uhi.ac.uk



Support for Learners (Curriculum)

Support services are available to students who require extra help with their studies.

This may include help with study skills and revision techniques, provision of readers, scribes, assistive technology (for physical/visual/hearing impairment and dyslexia).

This could also include the organisation of special assessment / examination arrangements and help (for those moving on to HNC / HND / degree courses) with applying for the Disabled Students' Allowance.

Disability Statement

"The North Highland College positively welcomes people with disabilities into its learning environments. If you have a disability, we ask that you inform us so we can make reasonable adjustments to help you succeed.

The College is fully committed to ensuring that all people with disabilities are fairly treated and every effort will be made to ensure that a person's additional needs are met."

The above statement should be read along with the College's full Disability Statement a College. The is available from the Admissions Office, The NHC - Thurso 01847 889250 or on the Student Information area of the website at www.northhighland.ac.uk

Contact Support for Learners (Curriculum) staff on 01847 889303/4 or e-mail
learner.support@thurso.uhi.ac.uk

Where Do You Go From Here?

When you complete your course you have a number of options. If you have achieved all that was required of you, you could proceed to a more advanced course, either here or at another college.

You may want to leave college and find a job. If you are unsure about what you want, you can discuss your options with your Course Tutor, Learner Support Manager, someone from Skills Development Scotland, or you can ask the Librarian to show you the careers information and College handbooks in the College Library.

Graduation Ceremony 2010



General Information

College Reception

For general enquiries or to contact departments and members of staff not listed elsewhere on this page please contact us through the main reception. There is a textphone facility available for the hearing impaired, call 01847 889180.

Opening Times Term Time

Monday, Tuesday & Friday 8.30 am - 5.00 pm
Wednesday 8.30 am - 9.30 pm*
Thursday 8.30 am - 8.30 pm*
*These times may be subject to change due to evening class provision.

Holidays - Monday - Friday 8.30 am - 4.30 pm

Telephone : 01847 889000
Fax : 01847 889001
Email : info@northhighland.ac.uk



Admissions

Admissions is the first point of contact for prospective students, by telephone, email, or personal visit. Queries are answered or calls are directed to the member of staff who is best suited to the query. Requested information is despatched in an information pack containing the prospectus, which incorporates the application form, and any relevant brochure(s).

The office also handles applications from prospective students, the organisation of interviews, arrangement for course tutor contact, correspondence with applicants and ongoing monitoring of their application status.

Telephone : 01847 889250
Fax : 01847 889003
Email : info@northhighland.ac.uk

The College Library and Information Services

If you want help to find information or borrow books etc, come to the Library. We are located in the lower dome. You can borrow books, journals, videos etc on all subjects taught at the college. We can borrow titles not held from other libraries or buy them. The library catalogue (www.library.uhi.ac.uk) is available on any Internet PC and one library PC is always logged in. It shows all the items held in all the UHI Millennium Institute libraries. Library items are also held at Alness, Dornoch and Wick, and the ERI research centre.

You can access 50 online resources. These include e-books eg encyclopaedias and dictionaries, and databases, covering all subjects or specific ones. You can also search for pictures. Four hundred e-text books are also now available.

Photocopying and binding services

You can use our self-service copier. For advice on copyright matters, see the guide by the copier or the librarian. We also have a laminator and spiral binding. Prices are shown by the equipment.

Term times

Monday	8.30 am - 4.30 pm
Tuesday	8.30 am - 4.30 pm
Wednesday	8.30 am - 7.00 pm
Thursday	8.30 am - 4.30 pm
Friday	8.30 am - 4.30 pm



Computer Based Learning Suite

The Computer Based learning suite is located on the top floor of the dome building.



Opening Times

Monday,	8.30 am - 4.30 pm
Tuesday	8.30 am - 4.30 pm
Wednesday	8.30 am - 4.30 pm
Thursday	8.30 am - 4.30 pm
Friday	8.30 am - 4.30 pm

*These times may be subject to change due to evening class provision.

Café at Morven

The Café provides breakfast from 8.30 a.m and a wide range of snacks, hot and cold lunches, plus fast food to carry out or consume on the premises, cold drinks and confectionery. Vegetarians are catered for. You will be able to order food in the morning to be ready for collection at lunchtime if you are in a hurry.

Staff are aiming to please, and any reasonable suggestions to improve service will be welcomed.

Vending machines are installed for times when the café is closed.



If you are happy with the café service please tell your friends: if not please tell us!

Opening Times

Monday - Thursday	8.30 am - 3.00 pm
Friday	8.30 am - 1.45 pm



Some Useful College Telephone Numbers

Reception / Switchboard (Thurso and general)	01847 890000
Admissions	01847 889250
Student Services	01847 893154
Support for Learners	01847 892027
Ross House, Dornoch	01862 811855
Alness	01349 882208
Burghfield House	01862 811006



Some Useful Local Telephone Numbers

Dunbar Hospital, Thurso	01847 893263
Caithness General Hospital	01955 605050
Princes Street Surgery, Thurso	01847 893154
Riverbank Surgery, Thurso	01847 892027
Wick Medical Centre	01955 602355 01955 605885
Castletown Medical Practice, Castletown	01847 821205
Halkirk Surgery, Halkirk	01847 831203