



THE UNIVERSITY *of* EDINBURGH
Centre for Open Learning

Art and Design Short Courses Student Handbook 2019/20

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Contents

Introduction.....	5
The art and design programme	5
Term 1	5
Term 2	5
Term 3	5
Term 4	5
Contact us	5
Venues for art and design short courses.....	6
Thomson’s Land	6
Edinburgh College of Art.....	6
Edinburgh Sculpture Workshop.....	6
The Basics - before your art or design course begins:.....	7
Course information	7
Art and design materials and equipment.....	7
Art Store at ECA, Lauriston Place	7
Other art materials shops in Edinburgh.....	7
Greyfriars Art Shop	7
The Edinburgh Art Shop.....	8
Online Suppliers	8
Reprographics	8
Materials at Holyrood	8
Parking and public transport.....	8
Parking at ECA and Holyrood	8
NCP parking at Holyrood, St John Hill car park (access via View Craig Gardens)	8
Parking at Edinburgh Sculpture Workshop	9
Public Transport Services	9
Starting Your Course	10
Where is my course taking place?	10
On the first day of your course.....	10
Induction session: Week 1	10
Class times for art and design.....	10
Refreshments	10
Access to studios and workshops	10
Studio etiquette.....	11
Security and Storage	11

What to wear	11
In the studio or workshop.....	11
Outdoor/On-location working.....	11
Models.....	11
Cleanliness of studios and workshops	11
Photographing student work.....	11
University libraries.....	12
Borrowing rights	12
Art and design Library at ECA.....	12
Learning and teaching for art and design courses	13
Learning and teaching methods	13
The Published learning outcomes	13
Accessing your course materials in LEARN	13
Studying for Credit.....	14
Keeping an online Learning Journal using Pebble	14
Feedback and Assessment.....	15
Formative Assessment	15
Summative Assessment	15
Health and Safety.....	15
Introduction	16
Course specific inductions and practices.....	16
Hazardous materials and eating and drinking in studios and workshops	16
Site visits and field trips	16
Emergencies	17
Accidents, Injuries, Illness and first aid	17
Incident reporting.....	17
Fire evacuation.....	17
University of Edinburgh Policies	18
Privacy statement for students	18
Where does the University get your personal data from?.....	18
Purposes for processing	18
Why we process your personal data	18
Sharing your information	19
Information technology systems	19
Cancellations & Refunds.....	19
Attendance	19
Liability	19
Student behaviour and code of discipline	19

Feedback, suggestions and complaints	21
For Students	21
For members of the public	21
Complaints	21
Dealing with problems	22
Student Survey	22
Student Representatives	22
Disability and special requirements	22
Contacting you: mobile phone and email	22
Your stories and achievements	23
Your course and studying for credit.....	23
Discounts, part-time fee grants and help with fees.....	23

Introduction

A very warm welcome. You are likely to be reading this handbook if you have enrolled or are considering enrolling on at least one short course in an art or design subject offered by the Centre for Open Learning (COL), University of Edinburgh. This handbook is designed to provide specific information in supporting your studies, answering questions you may have before and during your course.

The art and design programme

Art and design courses take place over four terms from September to August. For 2019/20 the confirmed dates are:

Term 1

Monday 23 September 2019 – Sunday 1 December 2019. Assessments: 9-13 December 2019

Term 2

Monday 13 January 2020 - Sunday 22 March 2020. Assessments: 30 March – 3 April 2020

Term 3

Monday 13 April 2020 - Sunday 21 June 2020. Assessments: 29 June – 3 July 2020

Term 4

'Summer' (July – August)

Details of the programme will be confirmed in spring 2020. We will email details when the programme is confirmed.

Contact us

For all general enquiries regarding Short Courses at all campuses of the University of Edinburgh please use the following contact details;

Email: col@ed.ac.uk

Telephone: 0131 650 4400

Postal Address:

Short Courses

Centre for Open Learning

University of Edinburgh

Paterson's Land

Holyrood Road,

Edinburgh EH8 8AQ

Venues for art and design short courses

Art and Design short courses take place across different venues. Currently these are:

Thomson's Land

(All day time and weekend courses and some evening courses)

Holyrood Campus
Holyrood Road
Edinburgh EH88AQ

Please note that the Short Courses offices and public reception are at Paterson's Land which is adjacent to Thomson's Land.

Edinburgh College of Art

(Evening courses only, Monday – Thursday)

Lauriston Place Campus

Main Building and Hunter Building
74 Lauriston Place, Edinburgh, EH3 9DF

Evolution House
78 West Port, Edinburgh, EH1 2LE

For more details of University of Edinburgh campuses and maps
<http://www.ed.ac.uk/maps/download>

Edinburgh Sculpture Workshop

(Contemporary Sculpture Only)

Bill Scott Sculpture Centre
21 Hawthornvale
Edinburgh, EH6 4JT

The Basics - before your art or design course begins:

Once you have successfully enrolled on a course in art and design you will be emailed a welcome confirmation which includes a link to this handbook. This section describes what you need to do and prepare for before the first session of your art and design course.

Course information

For each art or design course you will find a detailed course Information page on our website at www.ed.ac.uk/short-courses If you have enrolled online, this is the page you booked each of your courses from. Here you will find a full description of the course, including a teaching plan which will tell you what you will need to prepare and bring to each class.

Art and design materials and equipment

The course information page also includes a detailed breakdown of the specific art and design materials for this course which are described as the following:

- materials and equipment which are provided for you as part of the course fee
- essential materials which you must bring with you to start your course
- materials which are required but that you can purchase during your course
- materials which you may wish to use but should consult with your tutor about before buying

We advise you to wait until you have started your course before buying any of the final group of materials. Your tutor will advise you on exactly what you need and many of these additional materials will be available to buy in most specialist art shops including the ECA Art Shop or directly from the Short Courses programme. There is a rough estimate of total cost for each section. The exact amount that you spend will depend on the project you are working on.

If you are taking a course at Thomson's Land we have a small selection of newsprint, cartridge papers and one-sided card available for students to purchase. The course tutor will keep a record of those materials dispensed, you will then be asked to confirm by signing for the materials taken. At the end of the course, this form will be then sent to the Finance Department, who will invoice you for the cost of materials used during each course. Please do not pay cash for the materials taken.

Art Store at ECA, Lauriston Place

The ECA art store has a range of art and design materials you can purchase for your course. However, the store is only accessible to students of the University of Edinburgh and not to the general public, therefore you may be asked to show proof that you are taking a course within COL. This may be a matriculation card, or if you don't have one, as you are not taking a course for credit, or have not received your matriculation card yet, then your booking receipt for the course you are taking will be acceptable.

The store is normally open during term time, Monday – Friday, from 8.30am to 5.00pm and 8.30am to 3.30pm during the summer.

Other art materials shops in Edinburgh

You may wish to use other art Materials Shops in Edinburgh. The main ones are:

Greyfriars Art Shop

<http://www.greyfriars-art-shop.co.uk/>

1 Greyfriars Street, Edinburgh EH1 2QQ
15 minute walk from Patersons Land, 8 minute walk from Edinburgh College of Art or
20 Dundas Street, Edinburgh EH6HZ

The Edinburgh Art Shop

<http://www.edinburghartshop.com> Lauriston
Place, 129 Edinburgh EH3 9JN
3 Minutes' walk from Edinburgh College of Art

Online Suppliers

If you wish to have materials delivered to your home, below is a list of online suppliers of art and design materials:

<http://www.jacksonsart.com>

<http://www.greatart.co.uk>

<http://www.cowlingandwilcox.com>

<http://www.cassart.co.uk>

Reprographics

Edinburgh College of Art at Lauriston Place also has a dedicated reprographic shop for printing, copying and binding.

Materials at Holyrood

Unfortunately, there are no shop or reprographic facilities at the Holyrood Campus and therefore we recommend you ensure you have all the published materials requirements from the course information pages with you for the relevant session of the course.

Parking and public transport

Parking at ECA and Holyrood

In line with Edinburgh City Council transport policy, there is very limited parking at both the Holyrood and Lauriston Place campuses and these require a University parking permit, application approval and fee. Street parking is also limited and only becomes free after 6.30pm. Therefore, we strongly advise all staff and students to use public transport to our campuses.

Disabled drivers who have a Blue Badge can park free on each campus.

NCP parking at Holyrood, St John Hill car park (access via View Craig Gardens)

The NCP St John Hill car park has a paper ticket system. You can present your card into the validator, it is located on the Centre for Open Learning Reception desk on the ground floor of Paterson's Land (turn left when you reach the ground floor) and it will give you a day rate of £6.40. Full charging, location and further information can be found at: <https://www.ncp.co.uk/find-a-car-park/car-parks/edinburgh-st-johns-hill/>

Parking at Edinburgh Sculpture Workshop

There is a free car park for students enrolling on courses offered at the Edinburgh Sculpture Workshop in Newhaven.

Public Transport Services

ECA: Lothian Bus Nos. 23, 27, 35, 45 and 47.

Both Haymarket and Waverley Railway Stations are around 20-25-minute walk from Lauriston Place.

Holyrood: Lothian Bus Nos. 6, 60 (Holyrood Road) 35 (Royal Mile).

Waverley Railway Station is around 10-15 walk from Holyrood.

Many more buses service from North Bridge which is 5-10 minute from Holyrood.

Edinburgh Sculpture Workshop

Lothian Bus No 11 and 14 to Newhaven Road.

For more information on Lothian Buses go to: www.lothianbuses.com

Starting Your Course

Where is my course taking place?

Art and Design Courses are delivered at a number of campuses and locations in Edinburgh. Please note each course location, which can be found on the course information page on our website and in the Short Courses brochure www.ed.ac.uk/short-courses

You can view the University Maps and Campus guide at:

<http://www.ed.ac.uk/about/campus>

On the first day of your course

Induction session: Week 1

At the start of every course, students are required to attend an essential induction session, delivered by the relevant tutor, which includes registration, orientation and Health and Safety information. No class activities can commence until all students have undergone this induction and signed to say they have received it. Students who miss this session will be asked to read through and sign off they have understood this information before they can join the class activities.

Class times for art and design

Course in art and design are offered during one of the following timeslots;

9.30am – 12.30pm

1.30pm – 4.30pm

6.30pm – 9.30pm

Those classes that run all day from 9.30am – 4.30pm have an hour's break for lunch.

Refreshments

Lauriston Place has a daytime cafeteria, which is normally open between 8.30am – 4.30pm.

Holyrood Campus has a cafeteria called LEVELS just along from Paterson's Land on Holyrood Road. The Holyrood Campus also has a social sitting areas with access to vending machines for refreshment on the Lower Ground Floor. Students may also bring their own refreshments to consume in the social areas.

Access to studios and workshops

Students enrolled on Art and Design courses have access to their studios and workshops ONLY during the scheduled timetabled sessions for the enrolled course and under academic and/or technical supervision. No student is allowed access out-with class times, unless previously published. All required assignments you are asked to undertake beyond the class sessions will not be dependent on access to specialist studios or workshops. No student should be working alone in a studio or workshop.

Studio etiquette

We ask students not to consume food or drink in the studios or workshops, although a bottle of water is acceptable excluding within photography or computer labs. Please ensure that your phone is set to 'silent' mode when in the studio. If you do need to take a call please leave the studio. We also ask that you do not use ear or headphones while working in the studio.

Security and Storage

Students are asked to take responsibility for the security of any personal possessions, as the University is not responsible for personal items.

There are no lockers available for use by students on Short Courses in art and design and nor can we store your work and materials between class sessions each week. The studios are used by a variety of departments during the University terms.

What to wear

In the studio or workshop

For art and design courses, you are entering and working in studio and workshop environment. There may be paint, plaster dust, stretchers with rough edges or nails protruding, chemicals - all in abundance - so please remember to bring clothes that can stand up to the wear and tear of the studios. For your own safety please ensure that you dress appropriately for the work you will be doing.

Outdoor/On-location working

Edinburgh's weather is very unpredictable and if your course specifically indicates you will be working out of doors, warm clothing and sturdy shoes or trainers, an umbrella and a light raincoat will all be useful – but we hope you won't need them!

Models

In some courses we use professional models, male and female, of all ages from 18 upwards. A number of courtesies are expected to enable models to carry out their work properly and your tutor will brief you on what is expected. Models are hard-working professionals whose commitment and expertise contribute a great deal to all of our programmes, so please follow your tutor's guidance, particularly with regard to noise, photography and privacy.

Cleanliness of studios and workshops

As far as possible, we try to ensure that studios and workshops are clean and tidy at the start of each session. The buildings are not cleaned more than once a day and you may occasionally find your studio less than perfect. If you encounter a corner that's been missed, please bear with us. Soap and paper towels are replenished each day, but you might find 'wet wipes' or kitchen roll useful in case these run out during the day.

Photographing student work

We would like to have an up-to-date image bank of work being undertaken during classes. These might be used for publicity purposes, shown as exemplars for teaching or to create specific learning

tools at a later date. Therefore, we may ask you whether you are happy for your work in progress and studio practice to be documented for any of these purposes.

University libraries

Full Information on the locations, opening times and services of Libraries at the University of Edinburgh can be found at:

<http://www.ed.ac.uk/information-services/library-museum-gallery>

Borrowing rights

Fully matriculated students on credit courses will have borrowing rights for all University Libraries for the duration of their matriculation period. Non-credit students can also register as an external borrower non-credit student for which there is a fee. More information about this can be found on the University website at:

<http://www.ed.ac.uk/information-services/library-museum-gallery/using-library/join-the-library/centre-open-learning>

Art and design Library at ECA

The specialist art and design library is located in Evolution House at the Lauriston Place Campus of Edinburgh College of Art. More details of this are at:

<http://www.ed.ac.uk/information-services/library-museum-gallery/using-library/lib-locate/eca-library>

Learning and teaching for art and design courses

For art and design courses, class sizes will vary from between 4 and 14 depending on enrolments and the maximum number the course can accommodate. Our tutors will ensure that, whatever the size of the class all students feel they are getting their share of their time.

Learning and teaching methods

Your course will include a range of learning and teaching strategies to engender varied, appropriate and engaging learning experiences. Below, are typical delivery methods of art and design courses:

- Demonstrations: Techniques, processes, examples, safe practices, etc.
- Group exercises and projects: Assignments set for all students to undertake
- One to one tuition and feedback: Personal tutorial looking at work in progress
- Group critiques: Opportunities for students to discuss and critique each other's' work in a supportive environment.
- Illustrated and/or audio talks and discussions: A mini lecture on a relevant discipline using examples of art/design work or audio/visual equipment which can be booked.
- Field trips and site visits: Drawing trips, museum or gallery visit
- Pop up exhibitions: Curating a pop up exhibition in the studio or other location
- Digitally supported Learning: Using an online learning tool to offer further support for students
- Negotiated Independent study: Work students instigate themselves in negotiation and agreement with you.

The Published learning outcomes

All art and design courses, whether credit bearing or not, currently have three published learning outcomes. Learning outcomes outline what the students should be expected to achieve if they attend all classes, successfully complete all assignments, and undertake directed and independent study. The learning outcomes will drive your learning and teaching and be used as a benchmark of your achievement in all formal assessment, written and verbal feedback and discussion.

Accessing your course materials in LEARN

COL uses the universities standard digital learning environment platform called LEARN to support students learning through to the assessment processes. This is a digital space whereby students can access course information, handouts, resources and relevant links.

You will be able to access your course in LEARN once you have matriculated and this has been registered by the University systems.

You first need to log in to EASE: <https://www.myed.ed.ac.uk>

Once you have entered your username and password you enter your University homepage, you will see down the left-hand side a Dashboard of options. Click on 'LEARN' which then shows a blue tab, which asks you to launch LEARN. Here you will see the list of credit courses you are taking. Click on the relevant course and you will be navigated to a homepage and information about your course that the tutor has created. There are many heading in the left-hand side margin, these include:

About Your Course; Your Tutor, Course Overview, Materials List, Reading and References together with access to your Learning Journal.

Course Content; This section includes an overview of each week of your course or cluster weeks into a project.

Assessment; The section gives you information regarding Formative Assessment and what you will eventually need to do when you are submitting your work for assessment in the Summative Assessment section.

Studying for Credit

Keeping an online Learning Journal using Pebble

If you are studying Credit you shall also be required to keep and maintain a digital Learning Journal through using an online platform called Pebble+, which you will be able to access through your course in LEARN.

This will be a private space for each student, studying on any given credit course. The Journal is designed to be a reflective space, recording your thoughts based on your learning, updated and maintained by you. Ideally writing one or two paragraphs each week and adding any images, reflecting upon and analysing what you have learnt or the challenges faced and how you overcame them or at times, using the Learning Journal as a place for you to compare and contrast your own ideas with those of other artists or designers.

Your tutor will review your Learning Journal from time-to-time, which may act as a focal point for any further, one-to-one or class based discussions, giving you guidance on areas you may need to address or develop before the end of the course to have fully achieved the learning outcomes.

How is the Learning Journal different from the Sketchbook?

Whereas the sketchbook is the practical space to explore, develop and test out ideas for materials, compositions, approaches and techniques, the Learning Journal is a space to record your thoughts, to be used to consolidate and reflect upon all the learning that has happened over the course of each week, asking reflective questions such as:

- How has the work developed, what changes have you made?
- What were the challenges I faced and how did I overcome them, if at all?
- Which aspects of a particular artist or designer I have reviewed am I particularly drawn to or disliked and why?
- Who has influenced my ideas or highlighted aspects within my own work that I did not consider?
- What has been the impact of changing a scale, approach or technique on the work?

These, and possibly many other questions are the type of reflective question you should be asking yourself, your tutor may also give you prompts and questions to consider in relation to the specific course you are taking.

How should I use the Learning Journal?

Ideally, you will update your Learning Journal on a regular weekly basis, writing one or two paragraphs about what they have learnt or challenges faced and how you overcame them. You may use the space to also compare and contrast ideas, either comparing your own work against an artist or designer you have been looking at or comparing two of your own works for example.

How often should will my tutor comment?

Your tutor will review your Learning Journal within the first week or two, to make sure you have been able to access Pebble+ and begin creating your blog and posts. Your tutor will also make comment after the formative assessment, offering feedback at this time. They may often dip into your Learning Journal during the course, but not always make comments within Pebble, but making personal notes to discuss with you at the next class, offering support or giving guidance on areas they feel you may need to address or develop before the end of the course to have fully achieved their learning outcomes.

Feedback and Assessment

It is within the nature of art and design practiced-based learning that you will inherently receive feedback throughout your course in the form of personal tutorials, group critiques and general discussion. It is important to be aware of the impact this has on your learning and achievements and how it relates and feeds into more formal feedback or assessment later in the course.

Formative Assessment

As well as ongoing tutorial support and feedback, for all art and design credit courses there will be a more formal 'formative' feedback or assessment session, usually after the mid-point on the course, in weeks 6 or 7. Formative feedback is designed to offer constructive feedback and an indication of progress and achievements against the published learning outcomes. The process initiated by the tutor, should guide you on areas you may need to address or develop before the end of the course to have fully achieved the learning outcomes, and if taking credit, pass assessment at the end of the course.

Summative Assessment

Summative Assessment is the final assessment on credit courses for student's work which generates a mark and grade. All credit courses will have a formal timetabled assessment after the end of the course, this is usually two weeks after the last taught class.

For full details of credit and assessment at COL refer to the Short Courses Credit Study Guide which can be downloaded here: www.ed.ac.uk/short-courses

Health and Safety

For full details of the University of Edinburgh's Health and Safety guidelines go to:

<http://www.ed.ac.uk/schools-departments/health-safety>

Introduction

While we make every effort to ensure a safe working environment for your studies, there are inherent health and safety risks within practically-based art and design environment, whether it is in the studios or workshops or as you find your way around the buildings. During your studies, you will be given a range of essential health and safety briefings and instructions to ensure you are aware of risk and the correct procedures to minimise the risk. These will include how to use studio equipment, materials and tools safely, what appropriate protection and clothes to wear (and not to wear) and what to do in the event of an accident or injury. We request that all students familiarise themselves with and adhere to all health and safety advice and instruction.

Course specific inductions and practices

As well as the general health and safety information provided during the induction session of your first class, your tutor will discuss issues with you that are specific to your course and will brief you when you reach the studio. If a tutor witnesses you or anyone not adhering to their health and safety guidance, such as not wearing appropriate protective clothing or using a piece of equipment dangerously, they will instruct you to stop all activities until they are happy that it is safe to continue. Your course materials list will indicate if you are advised to bring any specific protective wear, such as a dust mask or work gloves.

Hazardous materials and eating and drinking in studios and workshops

Students must not take or consume food or drink into any of the studios or workshops and must use the cafes or common rooms provided. Many Art and Design courses require the use of potentially hazardous chemical and substances such as solvents, inks and adhesives and your tutors will ensure you are aware how to protect yourself from these.

Site visits and field trips

Your course may require a site visit or field trip during your taught hours. For all such trips, tutors carry out a full risk assessment and will ensure all students are aware of the location of the meeting point and what students need to bring and that the COL office also has this information so that students can be contacted in cases of an emergency.

Emergencies

Accidents, Injuries, Illness and first aid

If you or any student on your course has an accident, injures themselves and/or other students or is taken unwell, in the first instance - all activity will stop in the class to enable the tutor to attend to this. If the tutor is not qualified in first aid, they will send for the nearest available First Aider, who will take charge of the situation. If no first aider is available or the injury is beyond first aid, an ambulance will be called immediately. Where appropriate, all students affected by an accident, injury or illness during their studies are encouraged to seek medical attention by visiting A&E or contacting their GP. A taxi to A&E will be provided if required. If you suspect that you or another student has been poisoned, your tutor will call Accident and Emergency, so that A&E staff can get information from the Poisons Bureau.

For all emergencies and incident reporting;

Call 0131 650 2257

(Or 2222 from a University telephone)

Incident reporting

All accidents and other incidents, no matter how minor, will be reported and followed up by the University. All tutors or other university staff will ensure that the University Health and Safety Department is informed and, in due course, a report of all fires, accidents and other incidents will be sent to the Director of Health and Safety by means of the University Accident and Incident reporting system.

If you witness or suspect a fire, and there is no University staff member immediately on-hand, operate the nearest fire alarm or, if no alarm is provided, shout "FIRE". In the event of a fire or other serious accident or incident requiring the attendance of the fire brigade or ambulance service, and there is no University staff on hand call (0131) 650 2257 or 2222 from a University telephone.

State your name, location and telephone number. Supply the University Emergency Service with any details of the location and the nature of the emergency which they may request.

Wait for confirmation that your message has been understood. The University Emergency Service will call the Fire Brigade and/or Ambulance Service, as appropriate.

If, after ten minutes, the appropriate Emergency Service has not arrived, repeat the emergency call. If possible, arrange for someone to be at the main entrance to the building, to show the Emergency Services the way to the incident.

Fire evacuation

If you hear the fire alarm, please ensure that you leave the building by the nearest available escape route and go to your assembly area. Your course tutor will orientate you to where the nearest fire exits are in proximity to the route to and in your studio. Lifts must not be used in the event of fire. Please ensure that you remain at the assembly point until a fire safety officer gives further instructions.

University of Edinburgh Policies

Privacy statement for students

Information for applicants about how we use your personal data and who we share it with.

Where does the University get your personal data from?

We obtain personal data about you from the following sources:

- From your application, and from any additional information you provide as part of a pre-application enquiry, to supplement or clarify your application, or as part of a feedback request, appeal or complaint.

Purposes for processing

The information you provide will be used by the University to give you accurate advice, for the assessment of your application, to invite you to take part in on campus or online events, and for the consideration of appeals and complaints.

Why we process your personal data

Here is a brief explanation of each of the legal bases:

Consent

On specific occasions the University will only process certain data if you consent, e.g. on your application form, you only need to provide certain “special categories” of data if you agree to that.

Necessary for entering into a **student contract**

On many occasions the University will process your data to enable it to meet its commitments to you, e.g. processing your application for a course

Necessary for the **performance of a task carried in the public interest**

The University is an educational establishment and in particular its educational activity is conducted in a public interest (including your interest and the interest of others).

Necessary for the purposes of the **legitimate interest** of the University or a third-party subject to overridden interests of the data subject

The University (and sometimes third parties) has a broad legitimate interest in activities that connect to the activities and education of students. Subject to those interests not being overridden by the interests of fundamental rights and freedoms of students, it will pursue those interests. A good example of this legitimate interest would be conducting surveys to better understand people’s reasons for declining an offer of a place. Where Article 6(1)(f) is used the “legitimate interest” is generally the interest of the University (or third party) in providing or supporting the provision of higher education to its students.

Special category data is personal data which is more sensitive, and so needs more protection. This data would include anything that reveals racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, and the processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person’s sex life or sexual orientation. To process these types of data additional legal bases are required:

- Processing “special categories” of data where you have given consent – the University will process certain sensitive information about you with your consent, for example, to contact you in relation to any adjustments you may require as a result of a disability, or to combat fraud.
- Processing “special categories” of data where necessary for reasons of substantial public interest.

Sharing your information

Information about Scottish and EU applicants and matriculated may be shared with Scottish Funding Council for statistical purposes and the Higher Education Statistics Agency (HESA).

Information technology systems

The university is made up of many services and departments who collect, process and store your data in a variety of sub-systems to deliver their services. These local systems are part of the corporately-supported IT architecture which maintains a live service as well as copies of the live systems used for software development and testing. These development and testing systems will also contain your data and respect the University’s data retention periods. It is in the legitimate interest of the University to use your data in this way to ensure that the services you interact with are secure and provide the best student experience possible.

Cancellations & Refunds

The Centre of Open Learning may have to change or cancel courses due to unusual or unforeseen circumstances. In the case of a cancellation by COL appropriate course fees will be refunded. Other costs such as materials, accommodation and/or travel are not refundable by COL and you should provide your own insurance to cover these.

Refunds are normally only available if COL has to cancel a course. You are advised to take out your own insurance if you think there is a chance you may be unable to attend any part of your course for medical or travel reasons or because of a change in personal circumstances.

Please see the Short Courses web page, Course Booking Terms and Conditions:

<http://www.ed.ac.uk/studying/short-courses/student-info/course-booking-terms-and-conditions>

Attendance

We are required to keep an attendance register for all Short Courses to

- Monitor students with visas are adhering to the terms of their stay.
- Monitor that matriculated credit student are attending the minimum requirements
- Enquire status of student who stop attending and offer support where necessary

Liability

The University of Edinburgh accepts no liability for accidents, theft, damage or injury which may occur during your course or while you or your property is on the University premises. Students are advised to obtain appropriate insurance cover if they wish.

Student behaviour and code of discipline

All our courses are designed to be conducive to the development of a constructive teaching and learning environment. Any student found to be disruptive or unconstructive while in attendance at the University would be offered the opportunity in the first instance to discuss any problems with the Art and Design Course Organiser.

Every student of the University is required to adhere at all times to those University regulations, policies and codes of practice which relate to student behaviour, and is expected to ensure that they are aware of these. When a student fails to observe

University rules and regulations, disciplinary action may be taken through the procedures set out in the University's Code of Discipline.

For more information on the University of Edinburgh Code Of Discipline please go to;

<http://www.ed.ac.uk/schools-departments/academic-services/staff/discipline/codediscipline>

Feedback, suggestions and complaints

For Students

The University of Edinburgh is committed to enhancing the experience of our students.

We aim to ensure that our teaching, support services and student union activities provide positive experiences and opportunities for our students. If we are to achieve that aim, it is important that we know what is and is not working. We endeavour to listen to concerns and to ensure they are dealt with appropriately.

For members of the public

The University of Edinburgh values feedback from individuals on their interactions with, and observations of, the institution. Comments on University activities/decisions are welcome and where clarification or requests for decisions to be explained more fully are sought, these are responded to swiftly at source.

Complaints

In recognition that, on occasion, there will be legitimate complaints which individuals wish to raise, the University is committed to maintaining an effective complaint procedure. The University recognises that lessons can be learnt from complaints, enabling it to improve the quality and effectiveness of its services. Complaints will be recorded, along with any action taken in regard to the specific complaint or more generally to avoid recurrence of the difficulty. From time to time, anonymous summary management reports of complaints will be reviewed. For more details of the University of Edinburgh's Complaints Policy and Procedures please go to:

<http://www.ed.ac.uk/schools-departments/student-academic-services/student-complaintprocedure>

In the first instance, all complaints to do with your experience of your studies on the Short courses in Art and Design programme should be directed in writing to;

Oliver Reed,
Course Organiser,
Art and Design,
Short Courses
Centre for Open Learning, University of Edinburgh
Paterson's Land, Holyrood Road
Edinburgh, EH8 8AQ

Or email: Oliver Reed oliver.reed@ed.ac.uk

Dealing with problems

If you are experiencing difficulties with your course, then you should raise this first with your tutor. Most tutors work part-time so please ensure that if you need to speak to a tutor out of class time you are able to agree a mutually convenient time. However, if you feel you would rather not discuss this with your tutor then please contact the Course Secretary to arrange a meeting with the Course Organiser.

Email col@ed.ac.uk or call 0131 650 4400

Student Survey

Towards the latter stages of your course you will receive an email link to your respective course feedback questionnaire which you are asked to complete. This feedback is extremely important for our future planning and influences decisions that are made about developments to the programme.

Student Representatives

The Short Courses programmes now have Student Representatives for each subject area. Subject Representatives work with staff to improve the student learning experience. Here are some examples of the different aspects representatives can collect feedback on:

- Curriculum (course choice, organisation, materials, expectations)
- Student progression and achievement (student progress, enhanced personal or professional development)
- Assessment and feedback (type and number of assessments, grading criteria, formative feedback, adequate feedback)
- Learning resources (course outlines and reading lists/ accessible information/ availability on Learn or wiki/ School facilities)
- Learning and teaching processes (teaching/ opportunity to collaborate in class/ guidance through the course)
- Guidance and support (availability/ Personal Tutor)

You can find out more about who your representative is and how you can contact them by visiting the website below.

<https://www.ed.ac.uk/studying/short-courses/student-info/student-representation>

Disability and special requirements

We ask you to identify in advance anything that might prevent you from getting the most from your course. If you have ticked the appropriate box on the enrolment form someone will contact you to discuss a particular requirement. You are also welcome to contact the COL office on 0131 650 4400 or at col@ed.ac.uk who may offer to refer your requirement to the Centre for Open Learning **Student Guidance Advisor**.

Contacting you: mobile phone and email

Most of our contact with you will be by email. We may occasionally use your mobile number to send you a text notifying you of urgent information before and during your course and provide fuller details via email. If you did not provide this information when you enrolled, please contact the COL reception office and ask for it to be added to your record. It is your responsibility to as a student to check your inbox for messages particularly near to assessment dates.

Your stories and achievements

You may have some newsworthy story relating to your course; it may be an innovative project, a public exhibition or a story on your achievement – perhaps you have gained a place on a degree course for example. We would be delighted to hear about these and, with your permission, publish them as news on our website and social media accounts.

Please email all stories to

- Email: communications.col@ed.ac.uk

Or use our Facebook, twitter and Instagram accounts:

- Facebook: www.facebook.com/UoEShortCourses
- Twitter: www.twitter.com/UoEShortCourses
- Instagram: <http://www.instagram.com/UoEShortCourses>

Your course and studying for credit

Studying for credit is optional. However, every student who signs up for a credit bearing course is automatically enrolled as such. You will have the opportunity to opt-out during your course and your tutor can provide you with an opt-out form for you to complete. You will find the [Short Courses Credit Study Guide](#) on our website. Please read through this guide to help you to make a decision. All students on any course receive the same level and quality of teaching regardless of a decision about credit study. The expected learning outcomes are the same for every student on a course.

Discounts, part-time fee grants and help with fees

For further information regarding discounts and eligibility please follow the link below.

<http://www.ed.ac.uk/studying/short-courses/student-info/help-with-fees>