



Handbook for MSc/Diploma Programmes in Mathematics 2020/2021

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PART A: SCHOOL INFORMATION

This handbook provides you with:

- An overview of MSc/Diploma in Mathematics Programmes, its structure and its courses.
- Contact information for key staff in your programme, subject and academic School.
- Details of support and resources available to you as a Heriot-Watt student.

Please take time to look through the information provided, but also use it for reference if you are unsure of anything, if you want to contact someone, or if you want to find out more about any aspect of your studies. You may find it useful to refer back to this Handbook contents during the whole period of your studies. If you can't find the information you are looking for then you can ask your personal tutor.

All information is correct at the time the Handbook was produced.

Welcome and Introduction

Welcome from the Principal and Vice Chancellor of Heriot-Watt University

I am delighted that you have chosen our unique and innovative University and have entrusted us with your education for the next few years. Heriot-Watt has been at the forefront of pioneering education and future thinking since 1821, and each year, whether it be in league tables or the testimonies of our brilliant students and our supportive staff, we continue to lead the way in world class education.

We are very aware that you are joining us in uncertain times but let me reassure you that Heriot-Watt University continues to rise to these challenges. Our Learning and Teaching Academy has been working tirelessly to create and implement a Responsive Blended Learning (RBL) model, which enhances teaching practices both on campus and at home, ensuring that you will still receive inspiring learning experiences and practical support. Now more than ever, we are thankful for our global OneWatt community of students, colleagues and alumni, who continue to actively take part in our supportive network, which spans five campuses in three countries.

Throughout your studies you will have the opportunity to thrive both personally and academically, and I would encourage you to take advantage of all that our campuses, student societies and global community has to offer you. As a University committed to preparing you for your future, we're delighted to offer opportunities for students to gain a global perspective, whether at a single campus or abroad. As travel restrictions are eased, our Go Global programme will continue to offer inter-campus transfers and exchanges across our campuses in Dubai, Scotland and Malaysia, allowing you to study, socialise or experience new cultures and places. We encourage you to connect with likeminded individuals across the globe and grasp every opportunity with both hands.

Our graduates are sought-after by global professions and industries all over the world. The very nature of a Heriot-Watt education is one that allows you to benefit from our research-informed approach, underpinned by our rich heritage and values. We're dedicated to providing you with the confidence and leadership skills to be a global citizen, and the expertise to one day become a leader in your chosen field or career. Together we will help shape tomorrow to deliver benefits for all of society.

We look forward to supporting you as you grow and become a successful graduate of Heriot-Watt University. On behalf of our global OneWatt community, I'd like to take this opportunity to say: welcome to the family.

Professor Richard A. Williams OBE
Principal and Vice-Chancellor

COVID-19 and Responsive Blended Learning

The COVID-19 pandemic means that we have adapted the way we deliver learning and teaching across our campuses to enable us to continue to offer an inspiring learning experience, whatever pandemic-related restrictions may be in place. Our approach is called **Responsive Blended Learning (RBL)**.

Responsive: To the changing environments our students are living and learning in, to the wellbeing concerns of students and staff, and to the diversity of students' learning needs at this challenging time.

Blended: To combine the very best use of online and on-campus teaching, learning and student support. The exact balance of this blend of online and on-campus learning will flex depending on local conditions and individual student context.

Our Responsive Blended Learning approach means that you will be able to learn, interact and collaborate with your classmates, whether you are on campus or studying at a distance. It will enable you to access materials, work with and learn alongside your class cohort, and build and strengthen friendships, wherever you begin your studies from. This means our response will flex with the local conditions, and with your particular circumstances. It will also allow us to slowly and safely phase the return of students and staff on to our campuses, when conditions allow.

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

You can discuss any issues around your learning or your well-being with your personal tutor (see below) and with the University's support services (see section B6 below).

Department of Mathematics

The Department of Mathematics has a very broad mission in the University, comprising undergraduate education for mathematics students, service mathematics education, research and graduate education, and various outreach programmes. Each year, over one thousand students study a course taught by the Mathematics Department.

The goals of the Department of Mathematics are to deliver the highest quality teaching of mathematics to all students who take classes in mathematics, and, through its research, to contribute to the advancement of mathematics and its applications. In the teaching assessment in Scotland we were rated "highly satisfactory" (the second highest rating) while in the UK Research Assessment Exercise we are amongst the best in the UK. We are a part of the **Maxwell Institute for Mathematical Sciences**, <http://www.maxwell.ac.uk/>, a Joint Research Institute in the Edinburgh Research Partnership collaboration <http://www.erp.ac.uk/>, between Heriot-Watt and Edinburgh Universities.

MSc Programmes

The general aim is to ensure that our graduates have a sound knowledge of mathematics so that they can successfully pursue careers in industry, commerce, education and scientific research. More specifically our courses aim to enable students to:

- Develop detailed knowledge and critical understanding of central areas in pure mathematics, applied mathematics, computational mathematics and statistics

- Assimilate and use a range of skills in these mathematical areas
- Develop original and creative solutions to problems in the mathematical sciences
- Communicate and work effectively with peers and academic staff demonstrating appropriate levels of autonomy and responsibility
- Plan and execute a significant research project, investigation or development in the mathematical sciences demonstrating extensive, detailed and critical understanding of the appropriate area

Further information concerning University regulations and policies is available from the Academic Registry (<http://www.hw.ac.uk/registry/>).

Departmental Support Structures

Programme Directors:

Dominic Breit (d.breit@hw.ac.uk) & *Mariya Ptashnyk* (m.ptashnyk@hw.ac.uk)

The Programme Directors have the responsibility of ensuring the overall smooth functioning of the programmes. The Programme Directors will take an overview of all the material taught to the year, should be aware of difficulties which are occurring in any of the courses, will ensure that continuous assessment is carried out in an appropriate manner and will deal with the collation of examination marks.

Staff-Student Committee

The Staff-Student Committee is a forum for notification and discussion of various issues affecting our undergraduate and postgraduate taught courses, and provides valuable feedback to the Department. Typical issues raised include organisational problems encountered by students and discussion of proposed changes in course structures. It is composed of two student and one staff representative for each year of the undergraduate and postgraduate mathematics programmes. Programme Directors represent the staff, and the class elects the student representatives. You will be asked to select representatives for this committee early in the first term. The committee meets once each term. Details of the discussion at this Committee are posted on the department's web pages.

The Head of Department

Andrew R White (hod.maths@hw.ac.uk)

We hope that all your problems, both personal and academic, can be resolved with the help of personal tutors, programme directors and the staff-student committee. If, however, for any reason you find that you cannot resolve a difficulty by these means you should consult the Head of Department.

Personal Tutors

Every student has a member of academic staff allocated to them as a personal tutor who will be a key source of advice, guidance and support during your time at Heriot-Watt. Your personal tutor is your first point of contact if you need advice on any issue, both academic and non-academic, and can refer you to appropriate University support services (Medical Centre, Accommodation and Welfare, Students Union or Chaplaincy) where relevant for non-academic matters. Personal tutors provide a clear point of contact for you throughout your degree. The personal tutor is there to help you. Do not hesitate to contact them if you need help.

While social distancing is in operation, or if you are off campus, you can still arrange to meet your personal tutor remotely and contact them by email. More details about personal tutoring can be found [here](#).

Communication within the Department

So that we can communicate easily with you, and so that we can make sure that you are appropriately registered for courses and examinations it is **necessary that you:**

- Notify us about any changes in address or telephone number
- Notify your personal tutor of any change of courses (they will arrange for a form to be completed to authorise such a change)
- Check your course registration. You can swap optional courses up to the end of week 2. Around week 2 of each term University Registration will ask you to check that the courses you are studying in that term are those for which you are officially registered.
- Keep your personal tutor informed about any illnesses or other problems

How We Will Contact You

To contact you during term time we will always use your Heriot-Watt e-mail address. General announcements from lecturers and specific announcements from mentors will be sent to you by e-mail, and you are responsible for keeping up to date with them. You are expected to check your e-mail regularly.

In some circumstances we will also contact you at your term-time address. In emergencies we will use e-mail and/or telephone (and any other way we can find) to try to contact you. Outside term time, we will write to your home address. It is important to let us know of any changes to your term and/or home addresses as soon as possible.

Please note we will use vision <http://vision.hw.ac.uk/> to communicate on the courses and update you on material, sample exams etc.

WWW: A great deal of information about the Department of Mathematics, its staff and postgraduate students can be found at: <http://www.macs.hw.ac.uk/students/maths/>

Student Communication Channels

Interim Policy and Guidance on the use of approved channels when communicating with students

To help enhance communication and collaboration with all students across our campuses, staff must use approved Heriot-Watt University internal channels / tools when sharing learning and teaching advice, information and guidance (e.g. official Heriot-Watt email and telephone, Skype for Business, MS Teams, Collaborate Ultra and the VLE (Vision)).

Staff must not use their personal social media profile (e.g. Facebook, Instagram, Twitter etc.) or personal channels / tools for any communications with students (e.g. personal mobile use for calls, text / WhatsApp, personal emails etc.).

Heriot-Watt University's official social media channels including Facebook, Instagram, Twitter, YouTube and LinkedIn are outward facing and used to showcase the University to external

parties. Their use is aligned with our goals, for example, around enhancing research reputation and in connection with student recruitment.

Programme Overview, Programme Study and Delivery

Classes in mathematics are in the form **lectures / recorded & reading units** and **forums / tutorials**. Lectures/recorded & reading units consist mainly of listening, understanding and making notes of the topics being taught. Tutorials/forums will give you an opportunity to ask questions about material which you have not understood, to discuss different aspects of problems/topics, and to find out how to solve problems formulated during the lectures or in the problem sheet/list which you were unable to do on your own.

If you have problems after reading your notes, attempting the tutorial examples, and attending tutorial/forum discussions, please ask for additional help. Lecturers can be contacted via e-mail or directly after lectures/tutorials.

The full-time Diploma course runs from September to May. The full-time MSc course runs from September to August.

We teach in 2 semesters. Semester 1 runs from September to December and Semester 2 from January to May. Exams are normally held at the end of each semester. Roughly there will be 10 weeks teaching, two weeks for revision and two weeks for exams.

For MSc students, the project continues through the summer for submission in August.

Detailed exam timetables are posted on-line on the registry website when they become available.

Common Assessment and Progression System (CAPS)

The University operates a Common Assessment and Progression System (CAPS) which specifies minimal progression requirements. Schools have the option to apply progression requirements above the minimum University requirements, which are approved by the Studies Committees. Students should refer to the programme specific information on progression requirements. This information is available below. In CAPS your exam result for each course will be presented in the form of a letter grade (A - F) where

Grade	A	B	C	D
Approx. Mark	70%-100%	60%-69%	50%-59%	40%-49%

An 'E' grade will indicate a mark of less than 40% and is awarded when you have done enough to be given credit points in the subject but you have not done enough to be allowed to study the same topic at a higher level. Thus an 'E' should be considered as a rather unsatisfactory pass; an 'F' indicates a fail for which no credit points are given towards your degree. The final mark for each course will consist of continuous assessment or hand-in work (from 0% to 100% of the total) with a formal exam making up any remainder.

Pass, Merit and Distinction in the MSc

Normally, to **pass** the MSc you need:

- 50% average mark on your 8 taught courses
- most courses at grade C or better
- none less than grade D

- dissertation at grade C or better

Normally, to gain **merit** in the MSc course you need:

- greater than 60% average mark on your 8 taught courses
- most courses at grade B or above
- none less than grade C
- dissertation at grade B or above

Normally, to gain a **distinction** in the MSc course you need:

- 70% average mark on your 8 taught courses
- most courses at grade A
- none less than grade C
- dissertation at grade A

Pass and Distinction in the Diploma

Normally, to **pass** the Diploma course you need:

- 40% average mark on your 8 taught courses
- most courses at grade D or better
- none less than grade E

Normally, to gain a **distinction** in the Diploma course you need:

- 70% average mark on your 8 taught courses
- most courses at grade A
- none less than grade C

Pass in the Postgraduate Certificate

Normally, to **pass** the Certificate course you need:

- 40% average mark on 4 taught courses
- must include at least 2 of the compulsory courses
- most courses at grade D or better
- none less than grade E

Transfer Between Diploma and MSc

If you are registered for the Diploma course and perform to the standard required for an MSc in the May examinations, then you can ask the Programme Director to be transferred to the MSc course. Transfer from MSc to Diploma or Postgraduate Certificate is also possible.

Transfer Between Different Degrees

The requirements for the different mathematics MSc programmes have some overlap. If you have met the requirements for another mathematics MSc programme, then it may be possible to transfer between them. Please contact the Programme Director to discuss and arrange this.

Transfer Between Courses

If you want to change any of the courses for which you are registered, then see your personal tutor or the Programme Director. However, please do this before you miss any course work of the course you want to switch to, and certainly by the end of week 2 of the semester in which the course is held.

Resitting Exams

MSc resits are normally held the next time the exam is held. That may be one year later. Resitting should be considered as a last resort. Students will not normally be allowed to carry

out the project part of the MSc if they have not satisfied the requirements on the taught courses.

Description of Courses

For descriptions of the courses please see the web-pages linked from <http://www.macs.hw.ac.uk/students/math/pg-programmes/>

If you wish to take non-standard options this should be discussed and approved by the Programme Director.

Rooms and Building Names

The room codes are given by building name. For example SR214 refers to room 214 in the Scott Russell (Mathematics) building:

Department Name	Room code	Building Name		
Biological Sciences	JM	John Muir	LT	Lecture Theatre
Building	EC	Edwin Chadwick	ILA	Interpreting Lab A (Henry Prais Building)
Careers and other Admin	SR	Scott-Russell	LLA	Language Lab A (Henry Prais Building)
Chemical Eng.	JC	John Coulson	LLB	Language Lab B (Henry Prais Building)
Chemistry	WP	William Perkin		
Civil Engineering	WA	William Arrol		
Combined Studies	DB	David Brewster		
Computer & Elect Eng.	EM	Earl Mountbatten		
Computer Centre	CC	Computer Centre		
Languages	HP	Henry Prais		
Management	MG	Management		
Mathematics	CM	Colin Maclaurin		
Mechanical Eng.	NS	James Naysmith		
Physics	DB	David Brewster		

PART B: UNIVERSITY INFORMATION

B1. Programme and Course Content

The content of our programmes and courses is reviewed annually to make sure it's up-to-date and relevant. Individual courses are occasionally updated or withdrawn. This is in response to discoveries through our world-leading research; funding changes; professional accreditation requirements; student or employer feedback; outcomes of reviews; and variations in staff or student numbers. In the event of changes the University will consult and inform students in good time and will take reasonable steps to minimise disruption.

B2. Our Values

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

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

Find out more about the [Heriot-Watt values](https://strategy2025.hw.ac.uk/our-new-values/) <https://strategy2025.hw.ac.uk/our-new-values/> and what they mean to us.

B3. Student Partnership Agreement

Heriot Watt University and the Heriot Watt University Student Representative Bodies work in partnership to develop a Student Partnership Agreement (SPA) each year. The Agreement identifies the main, agreed priorities for working in partnership each academic year and outlines an associated action plan.

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

The Student Partnership Agreement is available [here](#)

B4. University Regulations

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

B5. Your Student Portal

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

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

You can access your student portal [here](#).

In addition to the portal you can telephone the **Student Helpdesk 0131 451 8899**.

B6. Quick Finder Guide to Heriot-Watt University

The following provides a guide to the support, resources, procedures and more which are available to you during your studies. This section is arranged alphabetically under four thematic headings:

- **Learning and Teaching**
This covers issues related to your academic study.
- **Our Community**
As a Heriot-Watt student you are part of a community where we value and draw strength from our diversity, and from the range of different experiences which have brought us together. This section helps you to find out about events, activities and opportunities for you to meet new people and get to know other students.
- **Supporting Success**
This covers issues relating to student life in general and the support resources available to help you.
- **Developing Your Skills**
It's not just knowledge of your subject that you acquire as a student, you will develop a range of skills that will not only help you study, but also help in everyday life. You will also develop skills which will help you get a job and develop your career.

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

Learning & Teaching

Academic Appeals

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

Assessment

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

Assessment Feedback

Heriot-Watt University aims to support students in becoming confident, independent learners; feedback is a key part of the student learning experience, as it is designed to help students to learn and improve. It's also important to know [what to do with the feedback](#) when you receive it.

Assessment Results

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

Changing Your Course

If you wish to change your course in 2020/21, you can do this online after you complete online enrolment up until the end of the second week of the semester. To swap a course you go to the 'Student menu' in self-service and select 'Course Swap'. There is further guidance online as you follow the process.

In 2020/21, learning, teaching and assessment will be delivered through a combination of online and face-to-face methods as part of the University's Responsive Blended Learning Approach. Online activities will be delivered through Vision, the University's VLE. Prompt course registration will ensure that you are able to participate in all online activities.

Changing Your Programme

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

- Think carefully about what you want to study instead
- Access all sources of information about any alternative programme. Find out who the programme contact is, what the entry requirements are and what careers it might lead to. You can find out the programme contact by contacting the School Office. Find out if you would you have to repeat a year.
- Talk to programme staff and students who are currently studying the programme.

- Remember, it is not automatic that you will be allowed to transfer to a different programme.
- If you are able to transfer, make sure you complete the correct forms and have the appropriate approval. Your new programme leader can advise you on this.
- You may have to repeat a year on your new programme, e.g. start again at Year 1, in which case you should check with your funding body what financial support will be available if you do this. Repeat funding can sometimes be offered but this will depend on your circumstances.

[Examinations & Examination Diets](#)

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

[Exam Conduct and Identity Checks](#)

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

[Exam Timetables](#)

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

[Exit Awards](#)

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

[External Examiners Information](#)

External Examiners ensure that students are judged fairly according to academic standards. In addition, they ensure that the processes for assessment, examination and determination of awards are sound and fairly operated.

[Learning and Teaching Matters](#)

Across our campuses and global community of students, we are promoting learning and teaching with a series of key messages to provide you with advice and information at crucial points during your Heriot-Watt experience.

[Periods of Study](#)

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

[Plagiarism](#)

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

[Reassessment](#)

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

[Recording of Lectures](#)

As part of the University's Responsive Blended Learning approach, in 2020/21 learning and teaching activities may be recorded for academic purposes. Students will have access to these recordings for use in their studies, but must not download, access or use these recordings for any purpose other than their studies at the University. Equally, students must not copy or share the recordings, in whole or in part, in any way with any other party. New and continuing students will be invited to sign up to these requirements as part of the Student Declaration at the point of enrolment.

[Requirements for Awards](#)

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

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

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

[Submission of Coursework Policy](#)

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

[Teaching Timetables](#)

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

[Use of Calculators in Examinations](#)

Refer to the link above to find out when you can use a calculator in an examination, and what kind of calculators are permitted.

[Use of Dictionaries in Examinations](#)

Dictionaries are generally not permitted in exams. However, the following link details the exceptions and circumstances when a dictionary may be permitted.

Our Community

[Alumni](#)

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

Armed Forces Reservists

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

Accommodation

Information about student accommodation at each of our campuses

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

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

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

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

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

Faith and Belief

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

[Faith and Belief: Edinburgh Campus](#)

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

[Faith and Belief: Orkney Campus](#)

[Faith and Belief: Dubai Campus](#)

[Faith and Belief: Malaysia Campus](#)

[Residence Life](#)

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

Sport and Exercise

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

[Sport and Exercise: Edinburgh Campus](#)

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

[Sport and Exercise: Orkney Campus](#)

[Sport and Exercise: Dubai Campus](#)

[Sport and Exercise: Malaysia Campus](#)

Student Representation

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

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

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

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

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

Supporting Success

[Amendment to Enrolment](#)

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

[Assistive Technology](#)

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

[Assistive Technology at Edinburgh Campus](#)

[Assistive Technology at Scottish Borders Campus](#)

[Assistive Technology at Orkney Campus](#)

[Assistive Technology at Dubai Campus](#)

[Assistive Technology at Malaysia Campus](#)

[Attendance and Absence](#)

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

[Big White Wall](#)

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

[Care Experienced Students](#)

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

[Caring Responsibilities](#)

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

Change of Address

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

[Childcare](#)

There is a nursery based at Edinburgh campus run by an independent company called Pinocchio's. At Scottish Borders there is no on-campus nursery, however Osito Nursery is close to the campus. You are advised to ensure that any nursery or childminder you use is

registered with the Care Commission. Information about childcare provision in your area is available from the [Scottish Family Information Service](#). You may be eligible for help with childcare fees through the Childcare Fund. Students wishing to apply must be home students who are fulltime, undergraduate and eligible for student loan support. Students must have applied for the maximum student loan available.

[Complaints](#)

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

[Counselling](#)

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

[Data Protection](#)

Information about how the University uses and protects data.

[Disability Support](#)

The Disability Service can provide support and advice for students with a range of disabilities. It is important that you inform us if you have a disability so the appropriate support can be arranged and you may be eligible for additional funding from the Disabled Students Allowance.

[Discipline](#)

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

[Discretionary Credit](#)

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

[Effective Learning Service](#)

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

[Email](#)

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

[Enrolment](#)

Enrolment is the formal process of becoming a student of the University, agreeing to abide by its rules and accepting any liability for fees or other costs associated with your studies.

All new and continuing students must be enrolled while studying at Heriot Watt University. The enrolment process must be completed online at the start of each new academic year.

[Equality and Diversity](#)

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

[Erasmus+](#)

Erasmus+ enables you to study or work in Europe as part of your degree programme, usually for a full academic year. At Heriot Watt students have the opportunity to study at a wide range of institutions in Europe.

[Estranged Students](#)

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

[Exchanges](#)

An exchange can be arranged with an institution abroad. This can be arranged with your school Exchange Coordinator but it is the responsibility of the student to complete the application for that institution.

[Failing a course](#)

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

[Go Global](#)

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

[Graduate Attributes](#)

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

[Graduation](#)

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

[Guide to Student Life](#)

This A to Z guide, also available via the Student Portal, is another way you can access essential information on a range of issues you may encounter.

[Harassment and Bullying](#)

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

[Health and Wellbeing](#)

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

[Library Essentials](#)

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

[Library Resources for your Subject](#)

There is an Academic Support & Liaison Librarians supporting your subject or School. Together with [Library staff](#) at Malaysia and Dubai campuses they can provide advice and guidance on library resources and developing your information skills. See also the online subject guides for information about books, journals and online resources for each subject area.

[Managing Your Money](#)

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

[Maternity and Paternity](#)

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

[Mental Health](#)

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

[Mitigating Circumstances](#)

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

[Next Steps: Post result help](#)

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

[People Finder](#)

Find a key person on campus by using People Finder

[Sexual Misconduct](#)

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

[Software](#)

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

[Student Success Advisors](#)

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

Student Service Centre

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

[Dubai Campus](#)

[Edinburgh Campus](#)

[Malaysia Campus](#)

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

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

[Student Policies and Guidance](#)

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

[Student Surveys](#)

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

[Temporary Suspension of Studies](#)

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

[Thinking of Leaving](#)

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

Visa Advice

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

[Visa Advice: UK Campuses](#)

[Visa Advice: Dubai Campus](#)

[Visa Advice: Malaysia Campus](#)

Virtual Learning Environment (Vision)

Vision is Heriot-Watt's Virtual Learning Environment (VLE) and is a vital learning and communication tool for you and your lecturers, so make sure you log in and check Vision every day. A Student Guide to VISION can be found [here](#).

Developing Your Skills

Careers

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

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

Careers: UK Campuses

Careers: Dubai Campus, contact Benita Maben, Careers Advisor, B.Maben@hw.ac.uk

Careers: Malaysia Campus, contact MYCareers@hw.ac.uk

Career Mentoring

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

Enhanced Transcript

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

LinkedIn Learning

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

Maths Gym

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

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

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

Skills Development

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

Study Spaces

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

Volunteering

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