Student Frequently Asked Questions

The Scottish Government introduced a national lockdown across mainland Scotland on Tuesday 5 January 2021.

Following the latest announcement from the Scottish Government regarding the phased return of a small number of priority students for in-person learning at colleges, we have updated these FAQs to keep students up to date with plans for our College. We will continue to keep students informed and are committed to continuing to support all students to achieve their qualifications during this time.

Are campuses reopening for all students?

No. The vast majority of students will continue to study online. We will introduce a very limited phased return of essential assessment activity on campus from Monday 15 March 2021 for courses which require access for essential practical and time-sensitive assessments, that cannot be delivered online.

Any students that are required to come into campuses will be given prior notice by your course team and will be provided with the appropriate health and safety information and guidance. Please do not come onto campus unless you have been told to.

We plan to continue to deliver the vast majority of our learning and teaching, and support services online throughout March and into April. Please remember that you can access all of the information you need to continue to study online, as well as details on how to access our support services, on our website here.

These arrangements will be reviewed on a regular basis in line with government guidance and we will communicate key updates with you.

How will I know if I'll be coming onto campuses?

The vast majority of our courses will continue to be delivered online throughout March and into April so it is likely that you **will not** be required to come onto campuses. You will be told by your course team if your course requires essential on-campus activity.

From Monday 15 March, this is likely to be apprentices from our Construction and Engineering faculty and students from Healthcare Professions courses which require work placements. Any students that are required to come onto campuses will be given at least five days' notice and will be provided with all of the support and health and safety guidance they need. Access to campuses will be restricted to only those students.

The health, safety and wellbeing of all of our students and staff remains the College's priority and we will continue to support all students as they study online or on campus.

What will happen with exams scheduled to take place on campus?

We are currently in the process of reviewing arrangements for on-campus exams and will provide an update as soon as possible. Please speak to your lecturer if you have any questions. Online exams and assessments will continue as normal.

Will Student Support Services and College libraries be available on campus?

In order to best protect the health and safety of our students and staff, at this point, we are only able to provide limited essential assessment activity on campus which can't be delivered online. Our Student Support Services and College libraries will continue to be available online.

All students can access online support through our Student Services Hub which can be found on the left-hand side of your Microsoft Teams on a web browser or on the mobile or desktop app.

We've expanded our Virtual Library which is available to all students through our Virtual Learning Environment - Moodle. Our virtual library is always open and has everything you need to support your studies. Click here for more Information on our Virtual Library.

Will my bursary/student funding be affected?

No, bursaries, childcare, and Educational Maintenance Allowance will be paid as normal.

Travel allowances will only be paid for students who are required to come onto campuses for essential purposes.

If you are experiencing financial or other difficulties and would like to speak to someone at the College. Please join a virtual drop-in via the Student Services Hub on Microsoft Teams. The Student Services Hub can be found on the left-hand side of your Microsoft Teams on a web browser or on the mobile or desktop app.

Alternatively, please email studentfunding@edinburghcollege.ac.uk.

How do I access funding support?

Our support staff are here to help you with funding for your studies. You can join a virtual drop-in on our Student Services Hub on Microsoft Teams to speak with our Student Services staff about funding. The Student Services Hub can be found on the left-hand side of your Microsoft Teams on a web browser or on the mobile or desktop app.

You can also call our Student Services Enquiry Line Monday to Friday between 10am - 1pm and 2pm – 4pm to speak to our Student Services team. Contact the team on 0131 297 8650.

If you require help with funding you can also email studentfunding@edinburghcollege.ac.uk.

Please visit our website for more information.

I have child or other caring responsibilities and I'm struggling to balance that with studying whilst the schools aren't fully open, what should I do?

We understand that the current situation will provide challenges to many students who have caring responsibilities. The College appreciates that this is difficult and continues to support students as best we possibly can as we navigate our way through this period together. If you have any concerns, please speak to your lecturer or learning development tutor (LDT).

Is there mental health and wellbeing support available for students?

Yes. The College's Wellbeing team is available to support students and will be offering remote services while campuses are closed.

One-to-one appointments with the Wellbeing team can arranged through the Wellbeing Hub on Moodle. Students can also contact the Wellbeing team via email: wellbeing@edinburghcollege.ac.uk. Find out more about the Wellbeing team here.

Students also have access to SilverCloud, an online platform which provides a wide-range of emotional support programmes designed to help improve your mental health and wellbeing. To use the service, all you need to do is register and create a password using your Edinburgh College email address. Register here.

Students can also find support from a range of external organisations listed here.

Our **#ECCares** campaign will continue to run throughout this time to help support the mental health and wellbeing of our staff and students. Please access the support which is available if you need to talk.

How do I log in to study online?

All students, once enrolled, received a step-by-step guide to help them with logging in to College systems, this included your Edinburgh College username, email address and password. Once you have logged in to the system, you will be able to watch video tutorials on how to access and use our online learning systems, and our support teams will be on hand to help you too.

Your log in details were emailed to the email address you used to apply for your course. Click here for support with logging in.

I don't have access to a computer/WIFI and I'm worried I won't be able to study at home. What should I do?

The College is committed to supporting you with studying from home and will make every effort to arrange help in accessing the equipment you need to study from home. Please email digitalfund@edinburghcollege.ac.uk if you require IT equipment or connectivity support.

Our Welcome to College Induction on Moodle provides information on how to use Moodle, our Virtual Learning Environment, and Microsoft Office 365 (including Teams) to help you with studying online.

I have an additional support need and/or a disability. How can I find out about support available?

If you indicated an additional support need and/or a disability on your application form, a member of our Learning Support team will contact you soon. We will ask you to complete a pre-needs assessment questionnaire to provide a little more information on what your additional support need and/or disability means for you and how this may impact your learning.

We will support you in collecting evidence of need, if you don't have this already, before arranging an appointment to chat it through with you. We'll then draw up a personal learner support plan to include recommendations of reasonable adjustments for teaching, learning and assessment.

If you don't think you indicated an additional support need and/or a disability on your application form, are unsure or would just like a chat, please email us at learning.support@edinburghcollege.ac.uk or call our Learning Support helpline on 0131 297 8123. The helpline is open on a Monday, Wednesday and Friday from 11am – 1pm.

I am a Schools College Partnership (SCP) student, where can I find more information?

SCP students will continue to study online during this time. You will be sent a separate email from the College to update you on the current plans for SCP students.

Is Edinburgh College Students' Association (ECSA) still open?

Yes, virtually. You can contact our Students' Association, ECSA, via their Online Drop In, Monday – Friday, 11am – 3pm. Click here. You can also speak to our Students' Association and your fellow students by joining the Edinburgh College Virtual Campus, run by ECSA. Here you can link up with other people on your course and stay updated on activities and news. Visit the Virtual Campus on Facebook. To contact ECSA directly visit: https://ecsa.scot/contact

How long will these arrangements be in place?

To keep our students and staff as safe as possible we will continue to follow the guidance set out by the Scottish Government when making decisions on college operations. All decisions will be made with the health and safety of everybody as our main priority and arrangements will remain in place for as long as is necessary. We will keep all students updated on any changes to plans.

Where can I find the latest information and guidance from the College?

Please continue to check your College emails, our website and our social media channels for the latest updates.

If you have any questions please email communications@edinburghcollege.ac.uk.

Please note: The information in these FAQs is subject to change and will be updated regularly in line with Scottish Government Guidance.

Updated 25 February 2021