

Student Frequently Asked Questions



For the future you want

The Scottish Government introduced a national lockdown across mainland Scotland on Tuesday 5 January 2021. In line with the government's guidance to 'Stay at Home' for all but essential purposes during this time, we have published 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.

Will campuses be open during the current lockdown across mainland Scotland?

All College campuses are currently planned to remain closed until Monday 15 February 2021 (after the February break). This decision has been taken to protect the health, safety and wellbeing of all students and staff which remains the College's priority.

All classes and student support services will be delivered online during this time. Staff will continue to work from home to support students with their studies.

The College will continue to review dates for reopening campuses and will communicate any decisions which are taken with students and staff as soon as possible.

Will my bursary/student funding be affected during campus closures?

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

Travel allowances will not be paid during the period where students aren't required to travel to campuses.

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 will struggle to balance that with studying from home whilst the schools are closed, what should I do?

We understand that the current situation will provide challenges to many students and staff members who have caring responsibilities. The College does appreciate this will be difficult and will support students and staff as best we possibly can as we navigate our way through this lockdown period together. If you have any concerns, please speak to your lecturer or Learning Development Tutor (LDT).

What will happen with assessments and exams scheduled during the campus closure period?

All assessments and exams which were due to take place on campus between now and Monday 15 February 2021 will be postponed. Your course team will contact you soon with further information if you were due to complete an assessment or exam during this time. Please note that students will not be penalised or disadvantaged as a result of postponing these assessments and exams.

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 be 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.

Will Student Services be open while campuses are closed?

Yes, virtually. Our Student Services teams are working remotely for the most part, and some essential teams such as IT will be on campus to provide you with remote support.

[Contacts for our key teams can be found on our website.](#)

How do I log in to study online?

All students, once enrolled, will have received a step-by-step guide to help them with logging in to College systems, this will include 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 will be 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 provides information on how to use Moodle, our Virtual Learning Environment, and Microsoft Office 365 (including Teams) to help you with studying online.

I'm nervous about using online systems which I'm not familiar with, what should I do?

Our Welcome to College Induction talks you through learning online. If you missed the Induction, you can [access it here](#). We have also published videos to help you navigate your way around our online learning platforms, and our Support staff are on hand to help with getting to grips with learning online. [Watch the videos here.](#)

Will I be able to access College libraries to support my learning?

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. [Watch this video](#) for more information on our Virtual Library.

My course requires practical classes, how will they be delivered?

Classes which require students to be on campus will be prioritised to take place as soon as it is safe to do so again. Some practical classes may need to be scheduled for later in the course to allow safe delivery. You will be contacted by your course team and lecturers about when you will be able to undertake practical classes on campuses again.

I have to do a work placement as part of my course, will that go ahead as planned?

We are working to ensure that any courses which include valuable work experience placements can still enable students to complete their placements. This may mean revising the course structure to look at scheduling placements for later in the course. You will be given information on rearranged placements as soon as we have it.

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?

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, 10am – 4pm. [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.

Will January courses go ahead as planned?

If you are due to start a course in January, your course will be taught online initially. You will receive more information about your course and start date soon.

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.

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