




**Free, confidential  
and impartial advice  
on education issues  
and welfare rights**



Produced by  
Edinburgh  
Napier Students'  
Association



# ABOUT THE SERVICE



ENSA Advice is a rights-based advice service. We offer practical, free, one-to-one advice to all Edinburgh Napier University students on university procedures, student funding and housing issues.

Advice on university procedures is also accessible to Global Online and Transnational Education learners.

Our advisers will seek to empower you by providing advice on your options so that you can decide for yourself the best course of action to take. We can also come with you to meetings with the University.

Making an appointment with our advisers is easy. Scan the QR code below or visit [napierstudents.com/advice](https://napierstudents.com/advice).

## ▼ MAKE AN APPOINTMENT WITH AN ADVISER

PICK AN  
OPTION  
THAT SUITS  
YOU



IN PERSON



PHONE



MS TEAMS

SCAN



The service is available throughout the year, Monday to Friday. It is accessible remotely or from Merchiston, Craiglockhart and Sighthill campuses.

## WE ARE INDEPENDENT

ENSA Advice is a service run by Edinburgh Napier Students' Association, an organisation independent from the University. This means that we will always provide you with impartial advice without having any conflict of interest with the University.

## WE ARE CONFIDENTIAL

ENSA Advice is a confidential service. We will not share your personal info, nor what you discuss with us, with anyone else. There are exceptions: when it is essential to progress your case (we will inform you before doing so) and if we believe you may cause harm to yourself or others.

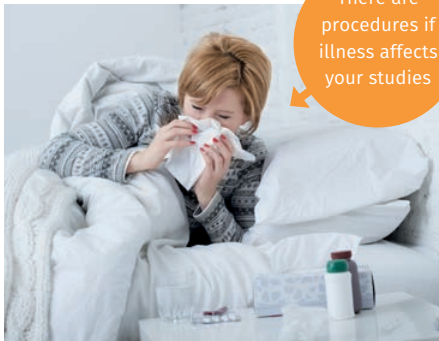


## GET IN TOUCH WITH ENSA ADVICE ▼

Not sure if we can help? Contact us on **0131 229 8791** or **[ensa.advice@napier.ac.uk](mailto:ensa.advice@napier.ac.uk)** and we'll direct you to the right person/service.

# UNIVERSITY REGULATIONS

Student life can be full of excitement and opportunities; however you may encounter some challenges on your university journey.



There are procedures if illness affects your studies

Here at ENSA Advice, we can provide you with step-by-step guidance on:

- Academic appeals
- Extenuating circumstances (Fit to Sit)
- Academic and non-academic misconduct
- Complaints
- Fitness to Practise (applies to the School of Health and Social Care, Veterinary and PGDE students)
- Any other issues related to your education

Please note that we do not as standard undertake any initial writing, completion of forms, documentation, nor responses to allegations, except at the discretion of individual advisers.



*The adviser was very sympathetic and professional.*



ENSA ADVICE CLIENT FEEDBACK FROM 2022/23 SURVEY

## **STUDENT CHARTER & CODE OF CONDUCT**

As soon as you matriculate with Edinburgh Napier University you are subject to the Student Charter and Code of Conduct. These can be found online via MyNapier.

You should behave in a professional manner, and respect and value others. This includes approaching your university work with honesty and diligence, and therefore avoiding plagiarism (presenting others' work as if it were your own).

Students of the School of Health and Social Care, Veterinary and PGDE students are also expected to meet standards set out by their professional bodies (known as “code”). This means conducting themselves in an exemplary manner at university, work, placement and in their personal life.

Any breach of codes set out by professional bodies may lead to a referral to Fitness to Practise procedure.

If you are involved with an academic or non-academic misconduct or Fitness to Practise investigation, contact us and we can help.



# ACADEMIC INTEGRITY

Within higher education, students should work independently and produce written work that follows good academic practice. Any work that you submit, from examinations, to coursework, dissertations and projects must be written in your own words.

Make sure you access information about the academic standards you are expected to meet when completing an assessment.

Go to <https://my.napier.ac.uk/your-studies/improve-your-academic-and-study-skills> to find out more about academic integrity, referencing, Turnitin UK and guidance around the use of AI (artificial intelligence).

If you need help with your work, contact your Module Leader, your PDT or the Academic Skills advisers.

Any suspicion of academic misconduct will be investigated.

If you are invited to provide an explanation, contact us and we will help you through the process.



# HEALTH

To find a General Practitioner (GP), dentist or optician, visit [nhslothian.scot.nhs.uk/services](https://nhslothian.scot.nhs.uk/services)

## Register with a Doctor (GP)

Make sure you are registered with a GP to access primary and other health care services. Don't forget your student card and proof of address when you register.

## Out of hours help

NHS 24 can assess whether you need immediate treatment and will refer you to the Out of Hours Clinic at your nearest hospital. If you can't wait until your GP surgery re-opens, call 111 or see [www.nhsinform.scot](https://www.nhsinform.scot).

## Accident and Emergency

If you have an urgent need for medical assistance, Accident and Emergency departments are accessible at The Royal Infirmary (Edinburgh) and St John's (Livingston) hospitals. Call 999 for an ambulance if a person is seriously ill or injured and their life is at risk.

## Minor Injuries

A Drop-In Minor Injuries Unit is accessible from The Western General Hospital, 7 days a week, 9am to 9pm.





## I need help with my course

Programme Admins, PDT and Lecturers: MyNapier & Moodle

Library: [library@napier.ac.uk](mailto:library@napier.ac.uk)

Academic skills: [academicskills@napier.ac.uk](mailto:academicskills@napier.ac.uk)



## I need help with immigration and visa matters

International Support Team:

[internationalsupport@napier.ac.uk](mailto:internationalsupport@napier.ac.uk)



## I need help with fees and funding

[fees@napier.ac.uk](mailto:fees@napier.ac.uk)

[studentfunding@napier.ac.uk](mailto:studentfunding@napier.ac.uk)

[findafund@napier.ac.uk](mailto:findafund@napier.ac.uk)



## I need help with an admin or IT issue

[ipoint@napier.ac.uk](mailto:ipoint@napier.ac.uk)

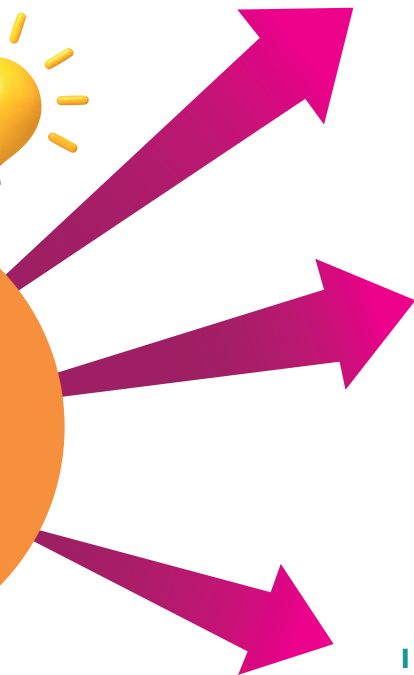
[isservicedesk@napier.ac.uk](mailto:isservicedesk@napier.ac.uk)

# Not sure to turn f





# Where for help?



## I need to find accommodation and learn my housing rights

accommodation@napier.ac.uk  
privateaccommodation@napier.ac.uk  
ensa.advice@napier.ac.uk



## I need wellbeing and equal access support

counselling@napier.ac.uk  
disabilityandinclusion@napier.ac.uk  
chaplaincy@napier.ac.uk



## I need more guidance and support

Make an appointment with an ENSA Adviser:  
[www.napierstudents.com/advice](http://www.napierstudents.com/advice)  
ensa.advice@napier.ac.uk  
or scan the QR code above

# MONEY ISSUES

## STUDENT FUNDING

ENSA Advisers can help you identify sources of funding to which you may be entitled. This includes:

- ENU bursaries and grants
- ENU Discretionary Funds
- ENU Accommodation Hardship Fund
- SAAS funding
- Benefits

Facing challenges with accessing funding? We can explore with you how to get things right or signpost you to an external agency.



## MONEY MANAGEMENT

Struggling financially? We can sit down with you to carry out a budgeting exercise, signpost you to debt management charities or help you accessing essentials.

Please note that we do not as standard undertake completion of application forms, except at the discretion of individual advisers.

## TUITION FEES

Students who are liable to pay for their fees must ensure that they meet each payment deadline and contact the fees department when facing difficulties paying for their fees. Non-payment of fees may lead to penalties being imposed, including withdrawal from your programme.

If you think a material irregularity is affecting your fees (for example you are charged the wrong amount), contact ENSA Advice and we can liaise with the University to put things right.



“

***The advice was very relevant  
and was tailor-made in line with  
my specific needs.***

”

CLIENT FEEDBACK FROM 2022/23 SURVEY

# HOUSING

The housing market is highly competitive in Edinburgh. If you have just arrived, it may take some time until you secure a property to rent.

Here are some things that you will need to consider:

- What is your budget?
- Do you have a UK Guarantor?
- What type of accommodation would you like? e.g. Uni accommodation, student flats, private residency.
- Who do you want to live with?  
Alone or with other students/non-students/family?
- How far are you prepared to travel?
- Which mode of transport would you use?

Please note that our advisers cannot source properties for students, but we are here to direct you to existing resources and respond any question you may have about flat hunting.

## BEWARE OF SCAMS!

- Letting agency fees and holding deposits are illegal
- Always check for a landlord registration number
- Make sure your deposit is protected and you get a receipt
- Get advice on anything you are unsure about before signing
- Always try and view a property first in-person.

Starting university may be your first time away from home renting your own room or property. It can be difficult to understand your tenancy rights. This is why we are here to help you with:

- Checking your tenancy agreement meets legal requirements
- Checking your landlord is registered
- Understanding your housing rights and responsibilities
- Understanding the tenancy deposit protection scheme
- Making claims to the First Tier Tribunal

For information on flat hunting, scams and safety, consult our website:

[www.napierstudents.com/advice/welfare/housing/](http://www.napierstudents.com/advice/welfare/housing/)



“ *The service that I received was fantastic!* ”

CLIENT FEEDBACK FROM 2022/23 SURVEY

# FURTHER INFORMATION








Check out the Advice section on the ENSA website, [napierstudents.com](http://napierstudents.com), for information and useful links on:

- Employment
- Health and wellbeing
- Drugs and alcohol
- Personal safety
- Protected characteristics
- Disability support
- Out of hours crisis contacts

ENSA also provides other services for Edinburgh Napier University students, such as representation, events, sports, societies and campaigns.

Find out more on our website or follow us on social media:

-  [www.napierstudents.com](http://www.napierstudents.com)
-  [@napierstudents](https://www.facebook.com/napierstudents)
-  [@napierstudents](https://twitter.com/napierstudents)
-  [@napierstudents](https://www.instagram.com/napierstudents)
-  [@napierstudents](https://www.tiktok.com/@napierstudents)


ENSA Advice is funded and run by Edinburgh Napier Students' Association, which is a charity registered in Scotland (SC012506).



# Become a Programme Representative

Have a say on your education and represent your class colleagues on issues affecting your programme!

- ✔ Develop your inter-personal skills
- ✔ Enhance your CV and boost your employability
- ✔ Win improvements on behalf of your class



Tell your  
Programme  
Leader that you  
are interested  
as soon as  
possible!

Get more info at [napierstudents.com/rep](https://www.napierstudents.com/rep)s



# Help with Academic English for International Students

- Academic Writing
- Presentations
- Tutorial Skills
- One-to-one Help Sessions



For more information go  
to 'International Students'  
on MyNapier, then click  
'English Language Support'.

EAP.Enquiries@napier.ac.uk  
Telephone 0131 455 4459

