



Produced by
Edinburgh Napier
Students'
Association



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



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 by 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.

▼ 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 keep you informed 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** 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.



My complaint was listened to, acted upon and resolved the same day



ENSA ADVICE CLIENT FEEDBACK FROM 2021/22 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 was 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.



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 (e.g. you are charged the wrong amount), contact ENSA Advice and we can liaise with the University to put things right.



“

I strongly recommend other students to use ENSA support in all relevant issues that they are facing.

”

CLIENT FEEDBACK FROM 2021/22 SURVEY

HOUSING

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/



“ *The adviser was very helpful and listened to my issues without judgement* ”

CLIENT FEEDBACK FROM 2021/22 SURVEY

HEALTH

To find a General Practitioner (GP), dentist or optician, visit 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.

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.



FURTHER INFORMATION



Check out the Advice section on the ENSA website, [napierstudents.com](https://www.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
-  [@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).



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





READY TO GO?

- Discounts

- Legal ID

- Student life

Download
the app and
join **FREE**
today

nuS
extra

TOTUM.COM
@WEARETOTUM