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**ADAM SMITH COLLEGE**  
INSPIRING LEARNING

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# Course Handbook

**HND 3D Computer Animation**

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## Welcome to Adam Smith College

This is the Course Handbook for the HND 3D Computer Animation. On behalf of the Course Team I would like to warmly welcome you to Adam Smith College. We feel sure that you will enjoy your time spent here.

To help you make the most of your time at College and to familiarise you with your course we have produced this course handbook. In here you will find information about the structure of your course, the teaching and learning styles used and the ways in which your work will be assessed and graded.

There is a considerable amount of information contained in this handbook, some of which will be of greater relevance to you as you work through the course than it is at the start of your studies in the College. However, we recommend that you read this Course Handbook through carefully **now**, then keep it safely - you will need to use it through your course.

We hope you will find the handbook a useful guide to your course and wish you every success in your studies.

Mark McPhee

Curriculum Head: HND 3D Computer Animation

## Information about your course

Your course is:	HND 3D Computer Animation
Your Curriculum Head is:	Mark McPhee
His/Her office is:	Nairn Campus
His/Her telephone number is:	01592 223719
His/Her email address is:	<a href="mailto:markmcphee@adamsmith.ac.uk">markmcphee@adamsmith.ac.uk</a>
Scheduled guidance time:	TBC

## **Your Curriculum Head**

Each course in the Adam Smith College is assigned a Curriculum Head, whose role is to provide you with advice and support through your course of study. This falls roughly into two categories – guidance related to your studies and pastoral care to help you deal with any difficulties you might encounter of, for example, a personal, financial or health-related nature.

At the beginning of your course you will agree your learning targets with your Curriculum Head. These will be recorded on your Learner Agreement which both of you will sign. Throughout your course, your Curriculum Head will monitor your progress and meet with you regularly during the year to discuss how you are getting on.

Your Curriculum Head will also be available at a set time each week when you can meet if there's something you need to discuss. However, if something comes up which has to be dealt with urgently, you can ask to speak to your Curriculum Head at any time. He/she might not be able to meet you immediately – Curriculum Heads have classes to teach and other students to look after – but he/she will offer you an appointment as soon as possible or refer you to another appropriate member of staff.

Your Curriculum Head may not always be able to personally provide you with the sort of help or support you need, in which case he/she might recommend that you are referred to a member of the College's Guidance or Learning Support staff.

So, if at any time throughout your course, you experience difficulties which are affecting your progress as a student, your Curriculum Head should be your first contact. Please remember that unresolved problems rarely just go away. On the contrary, they tend to get worse the longer they're not dealt with. So, speak to your Curriculum Head sooner rather than later.

## **Your attendance at college and part-time employment**

Your success as a student depends on full and regular attendance at **all** classes. You should inform your Curriculum Head as soon as possible if you have problems with attendance. Our records show that students who do not attend all their classes have a very high risk of failure.<sup>1</sup>

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<sup>1</sup> For full details of regulations about attendance, see the College Attendance Policy and Procedure.

We recognise that you may need to undertake part-time work, but we strongly advise you not to take employment of more than 15 hours a week if you are a full time student. Should you need to take employment of more than 15 hours per week we recommend you register as a part time student. A full time student is expected to follow their timetable and negotiate work times around it.

## Your learning

Your College course will provide you with constant opportunities to learn new skills and acquire knowledge in your chosen subject areas. In order to make the most of all the opportunities available, you need to organise and plan your learning and also to manage your time effectively.

You must attend **all** your timetabled classes. You also need to study in your own time and you should plan to spend several hours a week to fulfil your commitment as a full-time student. You need to allocate time for this in your diary.

Prepare for lectures and tutorials by doing any reading or exercises in advance. Always make some notes – there is usually a handout provided. Review these after the class and ask your lecturer if there is anything you do not understand.

Note assignment deadlines and exam dates in your diary and remember to begin assignments early. You will enjoy researching and planning your work if you allow yourself plenty of time. Make sure you understand what you need to do and plan how you are going to tackle it. Seek advice from your lecturer or Curriculum Head if there is anything that needs clarification.

For full details of regulations about attendance, see the College Attendance Policy and Procedure.

In summary:

- ❖ plan your learning strategy
- ❖ allocate enough time
- ❖ attend **all** of your classes
- ❖ start assignments well in advance
- ❖ seek advice and help
- ❖ use the learning resources offered
- ❖ enjoy the learning experience!

## **Credit for previous learning**

Some students have previous experience or qualifications for which they may receive credit on their present course of study. If you have any qualification that may exempt you from part of your course, for example from school or another college, you may apply for Accreditation of Prior Learning (APL). Similarly, if you have undertaken work, paid or voluntary, that has resulted in learning skills or knowledge that is equivalent to units you will be studying here, you may apply for Accreditation of Prior Experiential Learning (APEL). Together these are known as AP(E)L and it means you do not have to duplicate study you have done previously. It does not necessarily have to be in your chosen subject, but it must be at the same level as your course of studies here.<sup>2</sup>

If you wish to claim for APL/AP(E)L please speak to your Curriculum Head.

## **The aims of your course**

The aims of your course are:

- ❖ Develop your knowledge and skills in relation to the planning, development and evaluation of 3D modelling and animation related solutions
- ❖ Develop and improve your study and research skills
- ❖ Develop and enhance your awareness of the creative process and the visual language used within the 3D modelling and animation industry
- ❖ Prepare you for employment within the 3D computer animation industry
- ❖ Develop your skills in vocationally relevant software such as Discreet 3D Studio Max and adobe premiere
- ❖ Provide you with the knowledge and understanding of the role of computer technology within the TV, filmmaking, games and animation industries
- ❖ Develop an understanding of 3D modelling and animation techniques and their applications within a broad based media context

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<sup>2</sup> For full details of the scheme for crediting previous learning, see the College Credit Transfer and APL/APEL Procedure.

- ❖ Provide a greater knowledge and understanding of 3D Computer animation and the implications of pre and post-production techniques
- ❖ Enable you to gain a high degree of technical knowledge of proprietary software and its implications in the production of animation and special effects
- ❖ Enable you to gain greater knowledge and experience in the application of animations skills in relation to pace, timing, and characterisation

## **The structure of your course**

Your course will be delivered over 2 academic years, starting in August/September. The course consists of approximately 20 Subjects totalling 30 Scottish Qualifications Agency (SQA) credits.

Each academic year is divided into two semesters containing 18 Weeks and you will generally study approximately 4 to 5 subjects during each semester

The course consists of 3 or 4 days of formal classes each week along with individual study and coursework. As this is a full time course you should plan to spend a minimum of 35 hours each week on your course, approximately 15 of these will be in class.

### **HND 3D Computer Animation**

In order to gain your HND you must pass all of the subjects within the course, which equates to 30 credits in total. Each unit in the course has a function in helping you to gain the skills necessary to work within the 3D computer animation industry.

The course will provide you with the knowledge and skills required to advance your ambitions within the animation field. This could include the TV, film and computer games industry. There are also opportunities within the architectural or engineering industry or other industries where 3D computer modelling is used.

As the twelve principles of animation developed by Disney in the 1930s, along with the lighting techniques of Rembrandt in the 17<sup>th</sup> century, are still in use in modern animation, the course emphasises the importance of fundamental animation skills as well as new technologies.

The course will provide you with knowledge and experience of these fundamental skills, providing you with an appreciation of aesthetics, in addition to developing your technical ability in the animation field. Once your technical skills are in place, you will address advanced topics such as storytelling and auteurship.

You will use some of the College's latest computer facilities and technologies including Autodesk 3D Studio Max and Adobe products such as Premiere, After Effects and Flash.

Throughout your studies, you will have the opportunity to work on a range of practical projects, both individually and as a member of a team, building a range of 3D models and creating complex textures, lighting and special effects. You will also create environments within which your models will exist and learn compositing and video production skills to produce 3D computer-generated animation scenes.

The Graded Units are designed to show that you can integrate the knowledge and skills across the different areas of study. Your graded Unit assessment, which will be project-based, will be awarded a grade of A, B or C which will be shown on your final qualifications certificate.

## Year 1

The units you will study in Semester 1 are:

Semester 1		
Unit Code	Unit Title	Credit
DW9K 34	Compositing and Motion Graphics	1
F45K 34	Editing: An Introduction	1
DM0V 34	Creative Industries: An Introduction	1
F5GC 34	3D Computer Modelling and Animation: An Introduction	2
F5GD 34	3D Animation: Drawing Skills	1
F565 34	3D Computer Animation: Movement Studies Intermediate	2

The units you will study in Semester 2 are:

<b>Semester 2</b>		
Unit Code	Unit Title	Credit
F7BY 34	3D Animation: Environmental Modelling	2
DW6C 34	Photography: An Introduction	1
F7FD 34	3D Computer Animation Graded Unit 1	1
F7ET 34	3D Computer Animation: Character Modelling Intermediate	2
F5GK 34	3D Animation: Lighting	1

## Year 2

The units you will study are:

<b>Semester 1</b>		
Unit Code	Unit Title	Credit
F562 34	3D Computer Animation: Surface Texturing and Shading	2
F6B6 35	"Showreel, Portfolio and Curriculum Vitae Creation"	2
F7EV 35	3D Computer Animation: Character Modelling Advanced	2
F564 35	3D Computer Animation: Movement Studies Advanced	2

The units you will study in Semester 2 are:

<b>Semester 2</b>		
Unit Code	Unit Title	Credit
DM0T 35	Audio Post Production: Mixing and Synchronising Audio for Video	2
F563 34	3D Animation: Special Effects	2
F7FE 35	3D Computer Animation: Graded Unit 2	2
F1TF 35	Compositing and Motion Graphics Advanced	1

## The content of your course

Here are brief descriptions of the units which make up your course:

### **DW9K 34 - Compositing and Motion Graphics**

This Unit is intended to introduce you to the skills required for the creation of motion graphics across a range of vocational contexts. It will attract learners who are interested in the creation and manipulation of audio-visual content for multimedia, animation, film, television and web environments.

The techniques that you will learn will place 3D computer animation into the context of film production and will allow you to explore a range of pre and post-production techniques.

On completion of the Unit the candidate should be able to:

1. Source and create a range of graphical material to be used to a given brief.
2. Manipulate material using a range of pre-production techniques.
3. Create a motion graphics sequence using appropriate computer Software and demonstrate postproduction techniques.

### **F5GC34 - 3D Computer Modelling and Animation: An Introduction**

This unit is designed to enable you to create and manipulate simple 3D models using a variety of tools from within a 3D modelling package. The models will utilise simple geometry to optimise the polygon count making models quickly renderable. A variety of simple animation techniques will be demonstrated by producing a short animated sequence.

On completion of the unit you will be able to:

1. Design a simple model and a simple environment for a 3D animation for a given client brief.
2. Create a simple model and a simple environment for a 3D animation for a given client brief.
3. Use lighting effects effectively within a given scene.
4. Manipulate cameras and camera lenses to effectively view a scene.
5. Create a simple 3D computer animation sequence.

### **F56534 - 3D Computer Animation: Movement Studies Intermediate**

This unit is designed to develop your understanding of the techniques of 3D rigging, weight mapping and the fundamental concepts of animation and their application in the environment of 3D computer animation.

On completion of the unit you should be able to:

1. Create a primitive box model and incorporate the basic concepts of 3D model rigging.
2. Create examples of animation concepts in a 3D computer environment.
3. Create a short 3D animation sequence to a given brief.

### **F45K34 - Editing: An Introduction**

This unit is designed to enable you to edit pre-recorded sound and vision sequences and develop an understanding of the post-production process.

On completion of the Unit you should be able to:

1. Prepare edit environment and source material to facilitate editing within the requirements of a given brief.
2. Edit material to meet the technical and creative requirements of a given brief.
3. Evaluate own performance within the context of the post production process.

### **F5GK34 - 3D Animation: Lighting**

This unit is designed to enable you to develop knowledge of the principles of lighting design and then apply lighting solutions in a 3D software environment.

On completion of the unit you should be able to:

1. Research a variety of lighting types and their properties.
2. Analyse the application of lighting design schemes.
3. Incorporate lighting from a brief within a 3D file and produce a minimum 10 second computer generated 3D animation

### **DM0V34 - Creative Industries: An Introduction**

To introduce you to the concept, history and workings of the Creative Industries and to develop your understanding of how an elected vocational area fits within the overall structure of the sector.

On completion of the unit you should be able to:

1. Explain the background and concept of the Creative Industries sector in the UK.
2. Identify the roles and opportunities available within an elected vocational area of the Creative Industries sector.
3. Identify the issues and support mechanisms that influence an elected vocational area within the Creative Industries sector.

### **F7BY34 - 3D Animation: Environmental Modelling**

This unit is designed to enable you to acquire a better understanding of the techniques of environmental modelling, by creating a 3D world which will include interior and exterior environments and objects. You will also acquire the knowledge and skills to create a richly textured and fully rendered immersive environment.

On completion of the unit you should be able to:

1. Create an Interior and complementary Exterior 3D environment.
2. Create or apply surfaces and mapping to Interior and Exterior environments and models.
3. Create lighting demonstrating aesthetic, emotional and atmospheric effects.
4. Produce a short rendered animated overview of interior and exterior environments.

### **F7FD34 - 3D Computer Animation Graded Unit 1**

This Graded Unit is designed to provide evidence that you have achieved the following principal aims of the 3D Computer Animation:

1. Develop a range of contemporary vocational skills within the context of 3D Computer Animation
2. Prepare you for employment in a 3D Computer Animation related post and places at HE establishments
3. Develop specialist technical skills and knowledge  
Conduct independent project work involving the integration and application of a variety of skills within a determined time scale
4. Develop options to permit an element of vocational specialism

### **F7ET34 - 3D Computer Animation: Character Modelling Intermediate**

This unit is designed to introduce and develop your understanding of the techniques of character modelling, bones, rigging and fundamental principles of animation and their application in the environment of 3D computer animation. You will be introduced to techniques and skills which will help you create character body types, physical poses and facial expressions which will imbue characters with emotion while the character interacts with environments, other characters and elements in the animation.

On completion of the unit you should be able to:

1. Create and Surface a Non-Organic 3D Character Model with Rigging.
2. Create and Surface an Organic 3D Character Biped Model with Rigging.
3. Create a rendered 3D animation sequence

### **F5GD34 - 3D Animation: Drawing Skills**

This unit is designed to enable you to understand and apply basic drawing techniques to illustrate form, volume and mass. The unit is designed as an introduction to the creation of artwork for use in the planning stages of an animation production, computer animation production, video production, games production or film production, or any other similar situation where artwork must be produced to illustrate characters, scenes, or concepts.

On completion of the unit you should be able to:

1. Analyse human, animal and organic subjects to reduce to basic structures.
2. Illustrate a range of human, animal and organic structures using primitive shapes.
3. Produce detailed illustrations of a range of human, animal and organic structures, which show form, volume and mass.
4. Produce finished Model Sheet for an object to an agreed brief

### **DW6C34 - Photography: An Introduction**

This unit is designed to give you opportunities to develop knowledge and skills in making and looking at photographic images. You will explore the differences and similarities of modern and historical photographic equipment and techniques. You will follow specified and self-initiated briefs to produce and present original images, demonstrating how basic photographic techniques and considerations can affect the appearance and meaning of what is photographed.

On completion of the unit you should be able to:

1. Research and evaluate photographic image-making equipment and techniques.
2. Produce photographic images to set briefs.
3. Present and evaluate own finished images.

### **F56234 - 3D Computer Animation: Surface Texturing and Shading**

This Unit is designed to enable candidates to acquire a better understanding of the techniques of texture creation, applying texture to a model in a 3D environment and thereafter rendering the scene with suitable shaders applied.

On completion of the Unit the candidate should be able to:

1. Create and edit a texture in a bitmap program.
2. Apply 2D Textures within a 3D Environment.
3. Render 3D model with applied textures to a given brief.

### **F6B635 - Showreel, Portfolio and Curriculum Vitae Creation**

This Unit is designed to enable candidates to create a showreel and portfolio of work for presentation to a potential employer and/or client. It will give candidates the opportunity to prepare curriculum vitae to support their practical portfolio of work. It is primarily intended for candidates who expect to be employed within a 2D or 3D animation or arts environment.

On completion of the Unit the candidate should be able to:

1. Produce and evaluate a finished Showreel.
2. Produce and Evaluate a Portfolio of work for a given brief.
3. Research employment opportunities, evaluate content and produce Curriculum Vitae to a given brief.

### **F7EV35 - 3D Computer Animation: Character Modelling Advanced**

This Unit is designed to introduce and develop the candidates understanding of the advanced techniques associated with character modelling, movement, rendering and animation.

On completion of the Unit the candidate should be able to:

1. Create a selection of rigged 3D character models in a suitable 3D environment.
2. Surface and render a selection of 3D character models within a 3D environment.
3. Demonstrate movement with a selection of 3D Characters and a camera within a 3D environment.
4. Create a 3D animation sequence.

### **F56435 - 3D Computer Animation: Movement Studies Advanced**

This Unit is designed to develop candidates understanding of fundamental principles of animation, the techniques of 3D rigging, and weight mapping and their application in the environment of 3D computer animation.

On completion of the Unit the candidate should be able to:

1. Design advanced rigging systems.
2. Manipulate a rig within a 3D Computer environment.
3. Create lip-synched dialogue using morph tools to shape phonemes and expressions.
4. Create a short 3D animation sequence to a given brief.

### **DM0T35 -Audio Post Production: Mixing and Synchronising Audio for Video**

This Unit is designed to enable the candidate to develop the skills necessary to produce, in postproduction, a final sound track for an edited video sequence.

On completion of the Unit the candidate should be able to:

1. Assess and prepare the audio content required for an edited video sequence.
2. Record and align audio elements required for the final mix.
3. Mix audio elements to produce finished audio track/s synchronised to the edited video sequence.

### **F56334 - 3D Animation: Special Effects**

This Unit is designed to provide candidates with the knowledge and skills involved in the creation and application of special effects within a 3D computer animation package.

This Unit would be suitable for candidates wishing to develop greater competence in the creation and production of 3D animations for various applications. Candidates must have completed or be undertaking the Unit 3D Computer Modelling and Animation.

On completion of the Unit the candidate should be able to:

1. Create 3D scenes from a brief and enhance them using particle systems.
2. Create 3D scenes from a brief and enhance them using lighting effects.
3. Incorporate lighting effects and particle systems to a given brief into the 3D file supplied.

### **F7FE35 - 3D Computer Animation: Graded Unit 2**

Purpose: This Graded Unit is designed to provide evidence that the candidate has achieved the following principal aims of the HND 3D Computer Animation:

- develop knowledge, understanding and contemporary vocational skills within the context of 3D Computer Animation at SCQF level 8
- develop a range of Communication and Information Technology knowledge and skills relevant to the need of 3D Animation specialists at SCQF level 6
- develop skills for preferred employment or further study
- develop specialist technical skills and knowledge
- conduct independent project work involving the integration and application of a variety of skills within a determined time scale
- develop an awareness of ethical and professional issues
- develop professional standards and production values
- develop an understanding of interdisciplinary connections between specialist areas
- develop project management skills which enable candidates to conduct independent project work involving the integration and application of a variety of 3D computer animation and design skills within a determined time scale

- prepare candidates with a range of the most contemporary vocational skills, including the preparation, co-ordination and communication of technical information relevant to the 3D Animation industry, using the most advanced IT platforms available
- prepare candidates with underpinning knowledge and skills contributing to the efficient operation and management of 3D Animation projects through control of specified regulatory, quality or management standards

### **F1TF35 - Compositing and Motion Graphics Advanced**

This Unit is designed to provide candidates with the knowledge and skills to produce advanced creative visual solutions with the help of Motion Graphics/Compositing software packages. The Unit's activities emphasise the preplanning stages, carrying through to the realisation and delivery of a final piece of work to satisfy a brief.

On completion of the Unit the candidate should be able to:

1. Pre-visualise a complex motion graphics sequence.
2. Create a complex motion graphics sequence.
3. Render and evaluate a complex motion graphics sequence.

### **Recommended core skill entry and exit levels**

The recommended Core Skills entry and exit profiles for the HND 3D Computer Animation are:

<b>Core Skill</b>	<b>Entry SCQF Level</b>	<b>Exit SCQF Level</b>
Communication	5	6
Numeracy	5	5
IT	5	5
Problem Solving	5	5
Working with Others	4	5

## Assessment of your work

Throughout your course, your work will be assessed in a number of different ways, depending on the different criteria in individual units.<sup>3</sup>

The majority of courses delivered in the College are assessed partly or wholly on a continuous basis – in other words, you will be assessed on parts of your work as you go along rather than all of it at the end of the unit. This assessment is carried out by the lecturer teaching the unit.

So that assessments can be fair to all students, and whoever teaches them, internal assessments are checked by other lecturers teaching the same, or similar, units. This is a process called 'internal moderation'.

Over and above the internal moderation of assessments of student work, awarding bodies check that colleges are assessing work appropriately by a process called 'external verification'. This process involves the awarding body carrying out checks on College staff's assessments of student work. This is done by sending 'external moderators' to the College, where they check assessments against national standards.

Only after these three stages have been completed can you be sure of your results, the certificates for which will be sent to you directly by the awarding body, not the College.

Internal assessment is not just about judging whether you have passed or failed. It also provides both you and your lecturers with important information about what you're doing well and where you have shortcomings in your knowledge, understanding or skills. Assessment is closely linked to the learning process in the sense that the feedback you will receive from your lecturers will help you improve your work in the future.

Finally, a range of courses delivered in the College are assessed by means of an externally-set and externally-assessed examination. The examining body will inform you directly whether or not you have completed your course successfully. College lecturers are not in a position to tell you whether you have passed or failed, until they have been informed by the examining body (usually at the same time as you will know directly from the examining body). If in doubt, please ask your lecturer about the procedures used.

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<sup>3</sup> For full details of the College's regulations about assessment, see the College's Assessment Procedure.

## **Re-assessment of your work**

If you are unsuccessful in an internal assessment, you will be offered the opportunity to be re-assessed. Depending on the arrangements for re-assessment laid down for a particular unit, this may involve retaking either the whole assessment or just part of it.

You will normally only be allowed one (or, in exceptional circumstances, two) re-assessment opportunities.

## **Submission of your coursework**

You should hand all coursework in to the subject tutor.

All coursework for assessment will have a specified deadline for submission. It is essential that you meet the submission deadline to ensure fairness amongst all students and to enable staff to mark efficiently.

Your subject lecturer may allow you an extension to a submission date if there are valid circumstances affecting your ability to meet the deadline.

Any coursework (for which there are no mitigating circumstances or an agreed extension) handed in after the submission deadline will normally receive a mark of 0.

If you are unwell when completing assessed coursework or sitting examinations, or have any other specific difficulties that may affect your performance in assessed coursework or examinations, you should notify your Curriculum Head in writing of the circumstances as soon as possible, and make immediate arrangements for medical certificates or other letters of support to be submitted.

## **Cheating and plagiarism**

There are various forms of academic dishonesty but in the student's context it means cheating in examinations or presenting work for assessment which is not your own.

Plagiarism as a form of cheating takes place when the student 'borrows' or copies information, data or results from an unacknowledged source, without quotation marks or any indication that the presenter is not the original author or researcher.

If carried out knowingly, cheating and plagiarism have the objective of deceiving examiners and this threatens the integrity of the assessment procedures and the value of your award.

Work produced by someone else may be summarised or repeated providing it is referenced to the original author. As well as text, work such as diagrams, maps and charts must also be acknowledged. In addition to the use of quotation marks when quoting from original sources and secondary material, full reference for both quotes and paraphrases or summaries of published material must be given. All references should then be included in a bibliography at the end of the piece of work. Appropriate references for web-based material must also be given, including the relevant URL.

Any student found to have used unfair means in any examination or assessment procedure will be penalised.<sup>4</sup>

## **Support for your learning**

The College has a positive policy of supporting students with learning difficulties or disabilities and their interests are represented by the Diversity Committee which reports directly to the Principals Group. The College has a Learning Support team, which can provide help and advice on all aspects of learning support and coping with learning difficulties.

The College offers support in making alternative arrangements for exams and assessment, support with study skills and advice with applications for the Disabled Students Allowance. Support and advice can also be provided in the specification and purchase of specialist equipment and the use of Information Technology.

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<sup>4</sup> For full details of the College's regulations on cheating and plagiarism, see the College Academic Deceit Procedure.

In order to ensure that you are provided with the appropriate advice and support from the start of your studies it is important that you discuss any difficulties and special requirements with the Learning Support Manager, or with your Curriculum Head, as early as possible.

## **Your representation**

Each course in the College is required to have a Course Committee. This meets at least twice a year to review the course and consists of the Curriculum Head, all member of staff who teach units on the course and two representatives from the students on the course.

Prior to each meeting, your course representatives will be given a copy of the agenda and will be asked to consult their fellow students about the items listed and be prepared to report to the meeting on any issues raised.

Following the meeting, the class representatives will receive a copy of the Course Review report to share with their fellow students on the course.

The existence of the formal system of student representation doesn't mean that you should feel this is the only channel open to you. You may of course raise issues directly with a lecturer or your Curriculum Head. Individual problems are often likely to be more easily and quickly resolved in this way.

## **Your comments, complaints or compliments**

Naturally, we hope that your experience at the Adam Smith College will be an enjoyable and rewarding one. However, we do recognise that sometimes things can go wrong and encourage you to make your comments or complaints known to us so that we have the opportunity to resolve the problem and improve our services to you.

Problems are often most quickly and easily sorted by being dealt with informally. So we would ask that, in the first instance, you raise the matter with the appropriate member of staff. If you're not satisfied with the outcome, you can discuss the matter with your Curriculum Head.

Comments or complaints can also be put forward through your course representatives.

Where informal methods have failed to resolve the problem, you can make a formal complaint through the College's Complaint Form, which is available at Reception on all College campuses and in outreach centres or through the Students' Association.

It's always good to hear about what you think we do well and we encourage you to use the Compliments Form available at Reception. Every compliment received will be passed on to the person or department it's about.