



University of
St Andrews

Centre for
Health and Safety
Excellence (CHASE)



Learner Handbook 2023-2024

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1. Welcome

Welcome to the St Andrews Centre for Health and Safety Excellence.

We are delighted that you have chosen CHASE, a part of the University of St Andrews, to support you in your studies. CHASE is proud to be accredited by:

- The National Examination Board in Occupational Safety and Health (NEBOSH), as a Gold Learning Partner, offering internationally recognised qualifications to raise the competence of safety professionals and individuals at all levels in the workplace;
- Quallsafe, to deliver first aid qualifications meeting a wide range of workplace and leisure needs.

This handbook will provide you with important contact information, policies and links. Please read it before beginning your course, and feel free to use the contact details below to ask questions beforehand. Your personal tutor's name and contact details will be provided shortly before your course begins.

2. Important contacts

Contact	Phone	Email/Web
Switchboard	0	teloff@st-andrews.ac.uk
CHASE	01334 46 2771	chase@st-andrews.ac.uk http://chase.wp.st-andrews.ac.uk
Centre Administrator		Emma.Harbour@st-andrews.ac.uk
Tutors: Health and Safety (NEBOSH) Mental Health (NEBOSH) First Aid		chml@st-andrews.ac.uk jr256@st-andrews.ac.uk rrc3@st-andrews.ac.uk

3. Getting started

Maps

Maps of the University campus and the town can be found at: www.st-andrews.ac.uk/maps

A PDF version with an index of University/town buildings is also available [here](#).

Our commitment to you

Everyone who studies with us works to prevent illness and to save lives, and to inspire others to do the same. The care that you give others will be reflected in the care that we give you. We will:

- Make it as easy as possible for you to talk to us, whether by phone, virtual meetings, or email.
- Provide plenty of information and resources on our website.
- Provide easy access to high-quality training materials, adapted wherever possible to meet special needs.
- Aim to reply to queries in a timely manner. We will always try to respond to you within two working days, and to keep you informed if we cannot resolve your query immediately.
- Ask about your personal learning goals and work environment, in order to address your own interests as far as possible within the structure of the course.
- Be rigorous and fair in our marking, and give detailed, thoughtful feedback on your work.
- Respond positively to special requirements when notified to us in advance.
- Maintain the highest standards in matters of Equality and Diversity.
- Aim for continuous improvement in everything we do. Please complete the feedback form that you'll find in your course documentation! We read and discuss all feedback and use it to improve the course the next time.

Your commitment to us

To provide you, and your fellow students, with high quality training in a professional environment, we expect that you will:

- Complete any preparation (e.g. reading) required before the course begins.
- Play a constructive part in the course, e.g. by taking part in group discussions.
- Submit work for assessment within the set time limit.
- Ensure that submissions are your own original work.
- Treat everyone involved in your course constructively and with respect. We reserve the right to exclude, with immediate effect and without refund, any student who treats staff or students inappropriately.
- Give us adequate notice of special requirements (dietary, access, learning needs, etc.)
- Attend your entire course. This means:
 - Giving online modules the same commitment, you would give to a day in the classroom.
 - Giving 28 days' notice if you need to cancel a course.

Students who miss more than one hour of a one-day course, or more than 1 day per week of a longer course, will not be put forward for assessment. Refunds will not normally be given.

Travel Essentials

Walter Bower House

Part of an old paper mill site, and home to CHASE, Walter Bower House is located at the University's Eden Campus, which sits four miles west of the town of St Andrews on the banks of the Eden Estuary in the village of Guardbridge, and can be accessed by road or rail.

Public transport

Eden Campus is located 1 mile from Leuchars Rail Station and there are frequent buses from the station to the campus.

The Stagecoach 99 bus service passes Eden Campus every 7 and a half minutes.



Driving

If you plan to drive and are using either a sat nav or smartphone app, please use postcode KY16 0US.

St Andrews

Travelling to St. Andrews offers various options. Situated on Scotland's east coast in Fife, the town is accessible from nearby cities through public transport, roads, and private transfers. International visitors can choose from several well-linked airports. Find more information at [Visiting St Andrews](#).

4. Health and safety

The University of St Andrews is committed to ensuring the safety of all staff, students and visitors. The University's Health and Safety Policy can be found [here](#).

Emergency procedures

If an emergency arises during a classroom-based course, please follow your tutor's instructions. He/she/they will advise on evacuation routes, first aid, etc.

5. Consumer protection

To safeguard your right to high-quality education and training, our programmes adhere to the Consumer Rights Act 2015. This means that you can expect accurate information about our courses, fair treatment, and transparent terms and conditions. If you believe that the services provided do not meet these standards, please [contact us](#) with your concerns.

6. Equality, diversity and inclusion

Your learning environment should be safe, respectful, and empowering. Discrimination based on age, race, gender, or other factors is not tolerated in our courses. We value diversity and foster mutual respect, embracing each learner's unique background. Our training caters to varied styles and abilities, creating an inclusive environment for all to excel. The University of St Andrews EDI Policy can be found [here](#).

7. Safeguarding

The University of St Andrews has a [safeguarding policy](#) to protect vulnerable persons. Please speak to your tutor or a member of the team if you would like further information.

8. Malpractice

CHASE is committed to maintaining integrity and equity in training, and we abide by our learning partners' malpractice policies and procedures:

- [NEBOSH Malpractice Policy](#)
- [Qualsafe Awards Malpractice and Maladministration Policy](#)

9. Appeals and complaints

Learner satisfaction is essential to us, and we will deal proactively with any query, complaint or appeal. If you have a concern, please:

- **Speak to your tutor**
Your tutor will try to resolve any issue immediately.
- **Contact CHASE directly**
If you are not satisfied with the outcome of a discussion with your tutor, contact us directly. We will aim to acknowledge receipt of written or emailed complaints within 48 hours. Should we be unable to help, we will seek advice from our learning partner, as the appropriate awarding body.
- **Contact the awarding organisation**
If we fail to resolve your concern with the above steps, you can raise it with the relevant learning partner: [NEBOSH](#) or [Qualsafe Awards](#).

What if I am not happy with the outcome?

Following the University of St Andrews' [Complaints Handling Procedure](#), if our final decision leaves you dissatisfied or if you have concerns about how your complaint was addressed, you can ask the Scottish Public Services Ombudsman (SPSO) to review the matter. For details, please refer to: <http://www.spsso.org.uk/complain/form>

10. Confidentiality and data protection

We take your privacy seriously and adhere to the principles outlined in the UK Data Protection Act 2018 and the General Data Protection Regulation (GDPR). Any personal information you provide to us will be treated confidentially and used only for legitimate educational purposes.

11. Additional resources

- <https://www.nebosh.org.uk/policies-and-procedures/>
- <https://www.qualsafe.org/become-a-centre/policies-and-procedures-for-centres/>

12. Terms and Conditions

Our Terms and Conditions can be found [here](#).



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<https://chase.wp.st-andrews.ac.uk/>

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