

ScotGEM Year 2 Handbook 2024-25



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Welcome back to ScotGEM!

This guide is intended to provide an overview of Year 2 and signpost you to other resources and documents that you might find useful. If you need additional information about the year, please feel free to email Dr John Winpenny Year2@scotgem.ac.uk.



Dr John Winpenny, MD3101 Module Controller



Dr Andrew O'Malley, ScotGEM Y1/2 Lead

Overview of Year 2

Year 2 of the ScotGEM programme gives you the opportunity to broaden your experiences in terms of both geography and clinical setting. You will study in three health boards across Scotland, experience care delivery in remote and rural areas and begin to understand how patients are managed in a hospital setting. In addition to providing these valuable experiences, Year 2 rotations will also serve to inform decision making in relation to the Year 3 longitudinal integrated clerkship (LIC).

In addition to time spent at the medical school in St Andrews, three partner NHS Boards will host students through the second year. For each of the case-based learning blocks, the Agents of Change project block and the Patient Journey/Emergency Care block, NHS Fife will host half of students at any one time, with an equal split of students between NHS Highland and NHS Dumfries and Galloway.



Case Based Learning

Year 2 starts where we left off in Year 1. Learning in Year 2 is anchored around 19 clinical cases, grouped into three CBL blocks. The CBL phase of Year 2 will run over the first 28 weeks of year 2. The blocks are:

- *CBL 1*
- *CBL 2*
- *CBL 3 incorporating Agents of Change*

As in Year 1, teaching during each week is framed around approximately 14-15 learning outcomes. These will be pitched at a progressively more complex level through Year 2.

You will be supported in addressing these outcomes by 'live' lectures (2 hours a week), recorded lectures and guided studies resources (around 5-8 per week), the Clinical Interactions Course (CLIC), secondary care experiences, and core reading. As in Year 1, the cases act as a scaffold with content revisited within the spiral curriculum rather than being presented as specific subjects or specialties.

There is a significant amount of time per week dedicated to self-study and you have autonomy to drive your own learning.

The CBL format is summarised below:

1: Introducing the Week

- You will be introduced to a **clinical case** in your GCM groups. The case is designed to trigger learning in a particular area.
- You will be given a collection of **14-15 Learning Outcomes** associated with the case.
- You will assume responsibility for two LOs and prepare a learning resource related to these outcomes.

2: Learning & Teaching

- Some of the learning outcomes will require **independent learning** in your private study time. You will be signposted to a series of resources.
- Taught sessions will be provided to help you achieve the learning outcomes. These could include foundation sciences **lectures** and clinical **lectures**.

3: Applying your Knowledge

- You will begin to apply your knowledge in our bespoke **Clinical Interactions Course (CLIC)**.
- You will have an opportunity to apply your knowledge and skills in a GP practice in your GCM group **in the community** in NHS Fife, NHS Highland and NHS Dumfries & Galloway.
- You will have opportunities to apply your knowledge and skills in a **secondary care setting** in NHS Fife, NHS Highland and NHS Dumfries & Galloway.

4: Wrapping up

- You will **wrap-up the case** in your GCM groups and present your LOs back to your group and highlight any outstanding issues
- A **plenary session** will provide an opportunity for discussion between students and staff, with the aim of resolving any outstanding issues related to the Learning Outcomes.

Learning Resources

Live Lectures

Each week, two 'live' clinical lectures will be delivered. Clinicians from all three of our partner health boards will contribute to these lectures, which means that these will be delivered in different locations. Attendance at these sessions is important and will be monitored.

Students in each region will attend these lectures in their 'base' locations of:

- Fife – School of Medicine, St Andrews
- Dumfries and Galloway – Education Centre, Dumfries and Galloway Royal Infirmary
- Highland – Centre for Health Sciences, Raigmore Hospital

Exact locations/rooms will be available within your Solas timetable each week.

Lectures will be broadcast using MS Teams facilities from the location of the lecturer to student groups in their respective regions.

Recorded Lectures & Guided Studies

Each week, you will be expected to watch a series of recorded lectures to help you achieve some of the weekly Learning Outcomes. In Year 2, you will continue to expand your knowledge of the science of medicine including molecular and genetic basis of disease, physiology, pathology and pharmacology in addition to sociology and public health. Some recorded lectures will focus on more clinically orientated subjects. These lectures will be pre-recorded using Panopto, so you will be familiar with the format for watching and reviewing lecture content.

These lectures have been prepared by tutors from NHS Fife, NHS Dumfries and Galloway, NHS Highland, University of St Andrews and the University of Dundee.

Resources related to these sessions will be provided in Solas.

You will address some of the weekly outcomes by engaging with resources and reading. These are all available within Solas and will be mapped to the relevant outcome each week.

GCM Days

On Wednesdays you will come together in your GCM practices around our three partner regions. These days are designed for you to consolidate what you have learned during the week and to plan for the week ahead.

Dr Zoe McIlhinney
Academic Lead Generalist Clinical Mentor
[@st-andrews.ac.uk](mailto:zoe.mcilhinney@st-andrews.ac.uk)

Responsible for the GCM team and ScotGEM teaching practices.

Secondary Care Placements

Students will complete secondary care placements during each of the four blocks to address their block learning outcomes. There is considerable flexibility in the second-year timetable on Mondays, Tuesday and Thursday afternoons and Fridays for these to be organised. You will each get an individual timetable of your secondary care placements at the beginning of each block.

The purpose of these experiences will be to:

- Introduce you to a range of secondary care settings including outpatient and inpatient care and allow you to contrast the nature and level of care provided with primary care
- Offer you opportunities to rehearse more subject-specific history taking, examination skills and conduct hospital-style patient clerking
- Expose you to multi-professional working in a secondary care setting
- Focus on your CBL cases with a secondary care lens
- Record these experiences as reflections for your portfolio

These placements are considered part of the core teaching and attendance at your allocated placement is mandatory. You should prioritise attendance at your placements. If you are unable to attend a session, it is your responsibility to inform your local NHS regional coordinator. Please be aware that we are unlikely to be able to rearrange any placements.

Clinical Interaction Course

On Tuesday afternoons, you will begin to apply your knowledge during your Clinical Interactions Course (CLIC) sessions. As in Year 1, CLIC session guides will be available on Solas.

CLIC sessions will generally be delivered by your GCMs who will then help you to bridge the gap between academic and real-life contexts, enabling you to develop your skills through real patient encounters. In Year 2 activities will build to include secondary care tasks such as 'clerking' patients in a hospital context and attending specialist clinics.

CLIC sessions will take place:

- Fife – School of Medicine, St Andrews
- Dumfries and Galloway – Education Centre, Dumfries and Galloway Royal Infirmary
- Highland – Centre for Health Sciences, Raigmore Hospital



Dr Richard Voysey, Year 2 Clinical Interactions Course Leads
rv32@st-andrews.ac.uk

Responsible for design, content, and academic delivery of Clinical Interactions Course in conjunction with GCM team.

Plenary Sessions

The learning from each week will be 'wrapped-up' during the plenary session. Plenary Sessions in Year 2 will take place on Thursday mornings to provide you with an opportunity to address any outstanding issues you may have with the case or other teaching. These will be attended by at least one clinician from one of our partner boards, with a member of the academic team also supporting the session. As with the live lectures, plenaries will be broadcast using MS Teams facilities from the location of the lecturer to student groups in their respective regions. Attendance at Clinical Plenaries is mandatory.

Agents of Change

In Year 1, you had an introduction to all five of the Agents of Change vertical themes - Quality Improvement, Service Learning, Prescribing & Therapeutics, Public Health and Informatics - and completed assessed work in voluntary sector placements and a prescribing audit in primary care.

In Year 2, the focus of your learning for Agents of Change will shift to Quality Improvement and Public Health. During Year 2 you will get a chance to:

- Learn about improvement initiatives at national and regional level
- Critically review a range of journal articles in Journal Clubs
- Work within a team to complete a quality improvement project

You will all be allocated to a Journal Club group for Semester 1. Instructions on setting up meetings with your group and tasks relating to this are available within Solas. This year the Quality Improvement project will be incorporated into CBL 3. The block will run for 12 weeks in semester 2. Your portfolio will include assessments related to critical appraisal and the quality improvement project.



Dr Heather Shearer
Quality Improvement vertical theme Lead
hs202@st-andrews.ac.uk



Year 2 finishes with the Patient Journey/Urgent Care block. This six-week block will include lectures, clinical skills sessions and clinical placements to give you an insight into pre-hospital urgent and emergency care and appreciate the different journeys that patients follow.

Dr Mairi Crawford, PJUC Lead
mc477@st-andrews.ac.uk

Accessing Learning Resources

Solas

There have been some small changes to Solas to reflect the different opportunities and structures in Year 2. It still offers a 'one stop shop' for all aspects of the curriculum, providing a comprehensive delivery platform, timetable and individual student experience record. The content from your first year of study will still be available for you to look back on.

Solas will have your personal timetable for all your Year 2 teaching, including your secondary care placements in our partner health boards. Any required work will be submitted via Solas.

You can log in to Solas [here](#). If you need technical support related to Solas, please contact the [Learning Technology Team](#).

KuraCloud

Our Year 2 cases will be hosted within Kuracloud. At the end of the Year 2 CBL phase, you will have a valuable portfolio of 49 cases to reflect on.

Electronic Resources

All resources - core or suggested – will be signposted through Solas. Resources such as journal articles and eBooks will be hosted on publishers' platforms and will require you to login.

You will be able to access resources using either your University of Dundee or University of St Andrews logins.

Similarly, if you wish to access electronic resources that we have not directly signposted, for example for your independent study or Agents of Change projects, you should use either your University of St Andrews or University of Dundee logins. As a ScotGEM student you will be supported by both Universities' libraries and IT teams.



Gary Barclay, ScotGEM Learning Technologist
gigb@st-andrews.ac.uk

Your reading list for the foundation sciences is located on the St Andrews [medhandbook](#). The library resources are all available [online](#). For St Andrews IT support you can contact the [Learning Technology Team](#) via email.

Your reading list for the clinical specialties is located on the [Dundee library website](#). The library resources are all available [online](#). You can contact [Dundee University Service Desk](#) for support with your Dundee services.



Address: Staff Residential Accommodation, Raigmore Hospital, Old Perth Road, Inverness, IV2 3UJ

Facilities: Raigmore Hospital accommodation has flats with 4 bedrooms per flat, each flat has a shower, bathroom and kitchen.

- Bedding is provided in each room.
- There is a kitchen area for preparation of meals and basic kitchen equipment is provided
- The rooms are not en-suite (however there are sinks in some rooms)
- Washing facilities are available: washing machine and tumble dryer. Laundry tokens are required for this and are available at the Accommodation Office.
- There is a parking area within the residential complex, and also plenty of parking spaces near Raigmore Hospital.
- Wi-Fi is available through Eduroam.

Contact Details: Tara Mackenzie (Tara.Mackenzie@nhs.scot), ScotGEM Regional Coordinator

Any accommodation issues are to be reported to nhsh.raigmoreaccommodation@nhs.scot

Accommodation @ Nithbank(NB)

Nithbank Residences includes Holly Cottage(HC), Heather Lodge(HL), Lahraig 1-2(L1-2), Lahraig 3 (LC3). Together they provide our undergraduates with first class accommodation within walking distance of Dumfries town centre.

Facilities

Our accommodation is located adjacent to NHS Sexual Health Centre, approx 3 miles from DGRI. The bungalows have 5-8 bedrooms with a shared kitchen, living room & bathrooms with additional (separate) WC.

Kitchens and utility rooms are well equipped with items such as washer, dryer, dishwasher, fridge freezer, pans, crockery & cutlery. Bedrooms are fully furnished (single bed), towels are provided, please bring your own bedding (such as duvet and pillows).

Heating is warm air, do not dry clothes over radiators, use the outside rotary dryer or the tumble dryer on wet days.

Parking is outside the residences and is free.

The locked bike shed at the rear of Mountainhall Treatment Centre building is currently the nearest bike shed to the residences, key access details are available from the MTC Reception Desk on request.

Key - Arrival and Departure

Arrival day, key can be collected between **9am-5pm Sat&Sun** from hospital switchboard at **DGRI, Cargenbridge, Dumfries, DG2 8RX**. Enter the main doors, turn right and press the buzzer at the side of the small hatch into switchboard for assistance.

Departure day, please vacate your room by **10am** and return your key to switchboard. Important notes of guidance for residents of Nithbank are issues with key and available at:

<https://www.dgeducationcentre.co.uk/information/residences-information/>

Reporting Fault, Damage & Trade Emergency

Assistance can be obtained by calling:

Monday - Friday (08.15am - 4.15pm)

Out of Hours (4.15pm - 08.15am) & Weekends

State the emergency (e.g. leak under kitchen sink)

Call NHS Estates 01387 272777

Call Switchboard 01387 246246



ScotGEM
Scottish Graduate Entry Medicine



University
of Glasgow



THE UNIVERSITY
of EDINBURGH

NHS
Dumfries
& Galloway

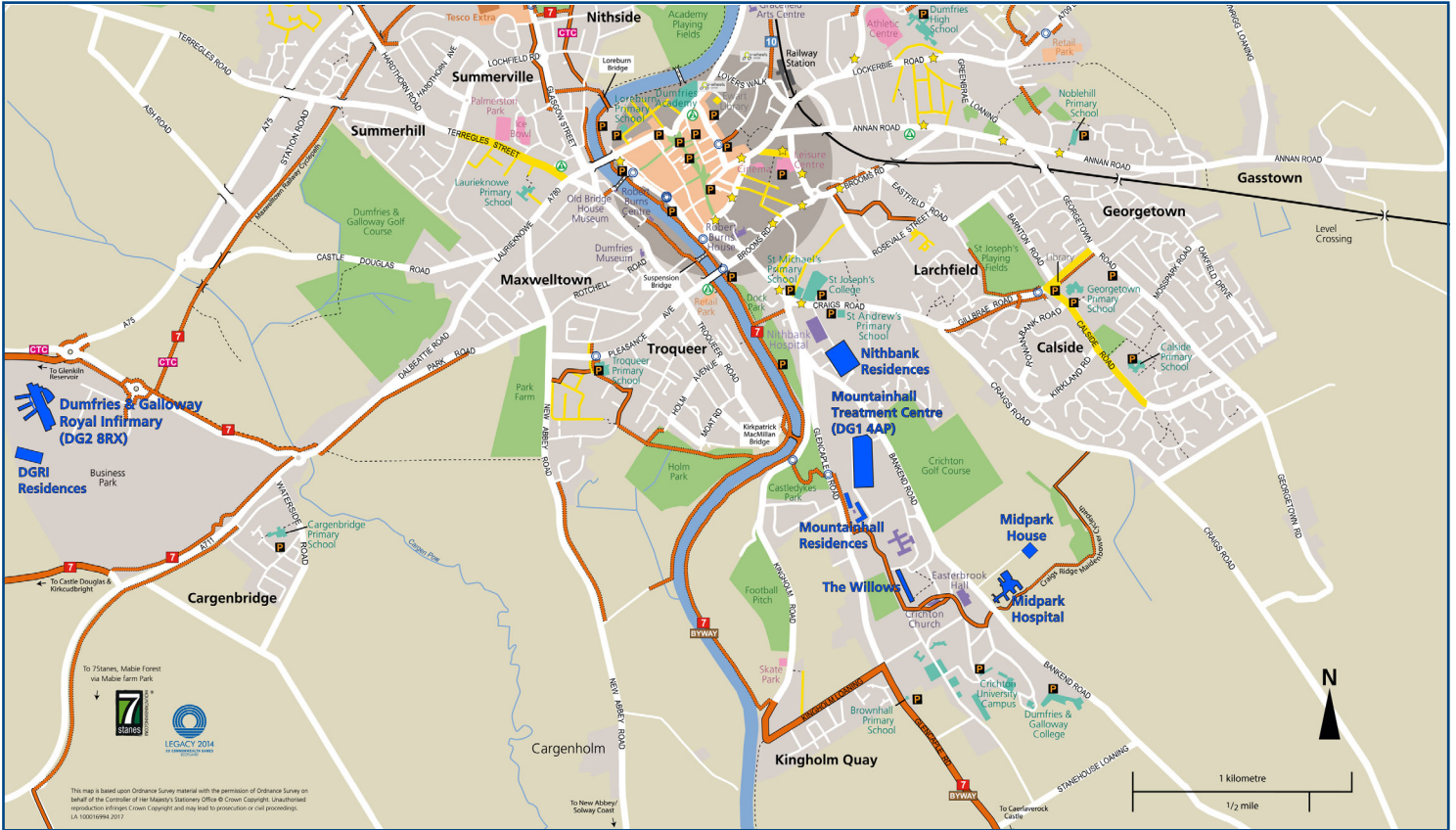
How to Find Us

Residences Address

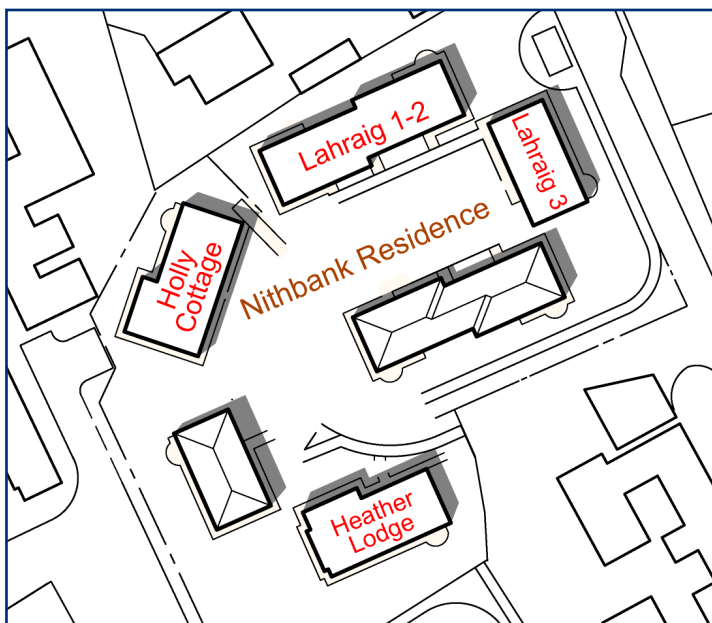
Nithbank Residences, Nithbank, DUMFRIES, DG1 4AQ

This includes Lahraig 1-3, Holly Cottage and Heather Lodge which together are our student accommodation. Google Maps - <https://goo.gl/maps/AaC2UmmF5kPBEMTdA>
What3Words - <https://w3w.co/flattered.grownup.dance>

Map of DGRI, Mountainhall, MidPark and Nithbank Residences



Plan of Nithbank Residences



Bike Loans

If you do not have a bike but would like to cycle we have our own Education Centre bikes which can be used for work trips, such as travelling to DGRI, Mountainhall Treatment Centre and other sites in Dumfries.

You can use the loan bikes, including electric bikes, once you have completed the induction, this is normally part of your general induction however an be arranged at other times.

You can find more information, including bike shed locations and cycling routes, from Active Travel Officers: letsgetmoving@sustrans.org.uk

Rhian Davies (07788 336211)

Ian Gray (07817 946991)

Web: <https://activetraveldumfries.wordpress.com/>

GO Smart Web: <https://gosmartdumfries.co.uk/>

Public Transport Information

Scan QR Code for Traveline Scotland's Journey Planner



Assessment

All assessment in ScotGEM is divided in three domains: **Knowledge**, **Skills** and **Professionalism**. These are assessed in all years of the programme. Assessments are designed to sample the breadth and depth of learning in the programme but are not intended to test absolutely every element of learning. Assessment will always be aligned to learning outcomes.

Formative Assessment

Formative assessment and feedback will be provided through the year. This is designed to help you prepare for exams and identify ways of improving.

- We will offer a formative SBA paper in November/December.
- Another formative SBA paper will be offered in May.
- A formative progress test will run in May.
- Instant-feedback formative questions have been added to the weekly cases on Kuracloud

Summative Assessment

Some summative assessment in Year 2 of ScotGEM will take place outwith the exam diet in June. There will be mid-year knowledge exams in December and the end of year exams in June. OSCE exams will also take place in December and end of year.

All knowledge and skills exams are standard set each year. Questions are scrutinised by multiple internal assessors and our external examiners. Portfolio assessments are moderated for constancy and fairness in marking.

Knowledge

Knowledge is assessed using **single best answer (SBA)** questions. Knowledge exams will take place at the following times of year:

- Paper 1 (December): 100 x 1-mark SBA questions, delivered in St Andrews, D&G and Highland
- Paper 2 (June): 100 x 1-mark SBA questions, delivered in St Andrews

These exams will run as online, in-person, closed book, invigilated exams.

Skills

Your communication, procedural and clinical skills will be assessed via **objective structured clinical examination (OSCE)**.

- OSCE 1 (December): 4 stations, delivered in St Andrews, D&G and Highland
- OSCE 2 (June): 8 stations, delivered in St Andrews

Professionalism

Portfolios have been used in medical education for more than twenty years and are used to gather evidence and show progression in learning and professional attributes. You will have a set number of tasks to complete and upload to your portfolio. These will range from reflective pieces of work to examples of clinical and procedural skills, feedback from patients and the GMCs, and larger pieces of work undertaken during your Agents of Change course work.

As in Year 1, you will have a set number of tasks to complete and upload to your portfolio. These will range from reflective pieces of work to examples of clinical and procedural skills, feedback from patients and the GMCs, and your Agents of Change critical appraisal work and improvement project.

A description of the tasks you will be required to complete for your portfolio are stipulated on Solas and in the Portfolio induction session.

Overall Grade

Your overall grade for the year is calculated by weighting your grade for each element, i.e. knowledge (40%), skills (40%) and professionalism (20%).

Progressing to Year 3

Students must pass all domains (knowledge, skills and professionalism) to progress. Students who fail a domain (e.g. Knowledge) will have to re-sit all assessment elements of that domain (e.g. SBA 1 & 2) at the next opportunity.

The resit exams take place in July and will also represent the only deferral opportunity. Students who sit and fail their July exams as their first attempt will receive a second attempt at the next opportunity, which will be during the next academic year.

The ScotGEM programme regulations can be found [here](#).

Student Support



All students will meet with their personal tutor at the start of Year 2. As Year 2 students we hope you are now settled into the course, scheduled meetings with your personal tutor will be less frequent but please remember you can contact them at any time in person, by phone or email. As you become more dispersed in Year 2 it is increasingly important that you read, acknowledge and respond to support meetings logged in your record. Your GCM (or other staff) cannot read pre-existing meeting notes but may add to the record to document advice given. We expect you to be pro-active in seeking help and advice, but it is also great to hear from you just with updates of how things are going.

- Medsupport@scotgem.ac.uk is monitored Mon-Fri 9-5, should your personal tutor be unavailable for any reason.
- Support and advice external to the Medical School can be accessed by emailing theasc@st-andrews.ac.uk or phoning 01334 462020. The Advice and Support Centre (ASC) are aware ScotGEM students may be away from St Andrews on placement and will be willing to offer telephone appointments.

For any issues that arise whilst on placement in Dumfries & Galloway or Highland please look at the contact details overleaf. Further information can be found in the Student Support pages in the [Med Handbook](#).

If in doubt, get in touch to ask: medsupport@scotgem.ac.uk

Useful Contact Numbers

Student Services Advice and Support - (01334) 462020
9:30am – 5:00pm weekdays, 79 North Street St Andrews

University Out of Hours – (01334) 476161
5:00pm – 8:45am weekdays and all weekend

Emergency Services – 999 **NHS 24/Out of hours medical advice** - 111
Anytime, any area 24 hours a day

St Andrews Nightline - (01334) 462266
7:00pm-8:00am during term

Non-emergency number for police - 101

General + Course Specific Advice – (01334) 461 890
9:00am-5:00pm medsupport@scotgem.ac.uk

Fife

Student Health Helpline and Hub (if based in Fife) - (01334) 465777
8:00am – 5:00pm weekdays

Chaplaincy - (01334) 462266
8:45am-5:00pm weekdays. Mansfield Building

Sexual Health Clinic – (01592) 647979 / (01334) 465 777
Fridays 9:00am-12:30 and 1:30pm-5pm term time

Emergency Dentist - (01334) 635971
8:45am – 3:00pm weekdays. The Dental Hospital, Dundee

Highlands

NHS Highland Yr 2 Lead – Sally Reeves sally.reeves2@nhs.scot

Highland Support – contact Sally Reeves sally.reeves2@nhs.scot or Tara Mackenzie Tara.Mackenzie@nhs.scot

UHI Support - <https://www.uhi.ac.uk/en/students/support/>

Dumfries & Galloway

Dumfries and Galloway Support - Tracy MacPhee tracy.macphee@nhs.scot
Tel: 01387 241523 (Int Ext 33523) Whatsapp/Text: 07767430466

DGRI Hospital Switchboard = 01387 246246, **IT Helpdesk** = 01387 244100

DG LGBT+ Network, Kerry Riddle, Equality & Diversity Facilitator dg.LGBTNetwork@nhs.scot

DG Ethnic Minority Network dg.BAMENetwork@nhs.scot

Spiritual Care Lead/Chaplain - Nathan Mesnikoff nathan.mesnikoff@nhs.scot

Are you OK?

Emergency Contacts

If you or the person you are concerned about is in immediate danger, call **999**.
If you, or the person you are concerned about is not in immediate danger, but you need to contact somebody urgently please phone the Security and Response Team: **01334 46 8999**.

Health Issues

Illness or injury?

Contact your GP or visit the University of St Andrews Health Hub webpage or call 01334 465777.
You can also download the Student Health App. If you need medical advice, you can also call 111 and arrange an appointment at the minor injuries unit at the Community Hospital in St Andrews.
Highlands: Southside Road Practice
D & G: Charlotte Medical Practice
Dentist – call 01592 226555 during the day or 111 outside of office hours.

Mental health?

Visit your GP or contact theasc@ for an appointment with Student Services
www.st-andrews.ac.uk/students/advice/

Sexual health

For information about sexual health services and appointments please contact Sexual Health Fife directly on 01592 647979.

Need to talk?

Advice and Support Centre (the ASC): theasc@ or 01334 462020
Samaritans: 116 123
Nightline: nightline@ or 01334 462266
BMA Helpline: 0300 123 1233
LGBT+: saintsLGBT@
Chapaincy: chaplaincy@ or 01334 462866

Still not sure who to talk to?

Contact the staff member you feel most comfortable with.
Medicine Support Team: medsupport@
Your Personal Tutor, GCM or Year Lead or use Student Voice on Solas.

Academic Issues

Module or course concerns?

Contact a class rep, year lead, personal tutor or use Student Voice on Solas.

Need academic adjustments?

Contact the disability team: disability@
If you require additional time due to a temporary injury or mental health condition, you can email support.advice@

Need skills and studying help?

Contact CEED: ceed@
Contact PALS: palsmed@
Contact your Personal Tutor

Reporting Procedures

You can report **student conduct issues** to discipline@.

To report an **incident of sexual misconduct**, you can choose to report in whichever way feels most comfortable for you:

Email support.advice@ with the subject 'Support, Report'.

Use the online booking system to book a 'reporting sexual misconduct' appointment with a Student Services adviser.

If you want to make an anonymous report, you can use the report & support function: <https://reportandsupport.st-andrews.ac.uk>

Other Issues

Housing?

Contact accommodation@ or call 01334 462510
Highlands: tara.mackenzie@nhs.scot or debbie.skinner@nhs.scot Tel. 01463 255084
D & G: tracy.macphee@nhs.scot or Graham walker on 01387 241 343

Commuting?

Contact the Townsend Society on Facebook or email townsoc@

Money?

Contact moneyadvice@ or theasc@
For travel expenses, contact scotgemplacements@

Feeling Isolated?

You can find a list of student societies here www.yourunion.net/activities/societies/

Relationship Issues or Conflict?

Contact the theasc@ or mediation@

Discrimination?

Email diversity@ or visit the Student Bullying & Harassment webpage: st-andrews.ac.uk/students/advice/personal/beingbulliedorharassed

LGBT+ Resources

www.saintslgbt.com/ or email SaintsLGBT@

BAME Resources

www.yourunion.net/representation/subcommittees/bame
Highlands: www.uhi.ac.uk/en/students/support
D & G: dg.BAMENetwork.nhs.scot

Formal feedback methods

You will be invited to provide feedback throughout the academic year. This will be through one of the following routes:

1. A University module questionnaire will be circulated in May/June. This will allow you to feedback on University-led sessions and the general organisation of the year.
2. Solas questionnaires will be circulated at the end of each placement (GCM primary care and secondary care) to gather information on the quality of your clinical experiences.
3. You may also receive a very short questionnaire after each clinical lecture. This enables us to monitor the quality of sessions that are not University-led and also offer clinical lecturers a valuable source of feedback.

Please always remember to be constructive and professional with your feedback. It is important that the people who are the subjects of your feedback are able to engage with your comments positively and constructively. Unprofessional feedback may be redacted and may not be passed on to the relevant individuals.

Informal feedback

Your teachers will always value your feedback. Please feel free to contact staff directly to help us to identify when things haven't gone smoothly. Please also contact us directly to highlight examples of sessions that you've enjoyed!

Raising concerns

If you have serious concerns about the quality of a session or placement, this should be raised by speaking to a member of staff in the School such as a Personal Tutor, Module Controller or Medical School Support Team. Alternatively, the "Student Voice" tool on Solas can be used to raise a concern. Concerns raised via Student Voice are strictly confidential and teaching staff (including year leads) will not be able to identify you. However, some University staff who do not work directly on ScotGEM may attribute your concern to you in specific cases. For example, your details may be used to allow Student Support team to contact you to check if you are in danger, or we may use your submission to identify a specific clinical location if a serious patient safety concern is raised.

Concerns about patient safety within the placement setting should be raised immediately by speaking to the session tutor or a senior member of staff in the placement setting e.g. nurse in charge of department. If unable to speak to any of these members of staff, please email the ScotGEM Yr 2 Lead Year2@scotgem.ac.uk.

Academic Appeals, Complaints & Disciplinary Issues

The University is committed to ensuring as high a quality student experience as possible while studying at St Andrews. Occasionally things may go wrong and if you are experiencing a difficulty, or are dissatisfied with your academic experience, you should raise concerns as soon as possible. This allows effective resolutions to be worked out quickly.

Such issues normally fall into one of three categories:

- **An appeal requesting a formal review of an academic decision** - where, for example, the University has made a judgement about your assessed work or progression within a course of study which you have grounds to query ([see the relevant Policy on Student Academic Appeals](#));
- **Complaints** - where you are dissatisfied with the quality or standard of service that you have received from any part of the University, either academic or non-academic (see the University's [Complaints Handling Procedure](#));
- **Disciplinary cases** - where the University has grounds to believe that you have conducted yourself in an unacceptable manner in either an academic or non-academic context. Academic Misconduct is dealt with under the [Good Academic Practice Policy](#); non-Academic Misconduct is dealt with under [separate procedures](#).

Further information on the processes above can be found in the Medical School Handbook via this link: <http://medhandbook.st-andrews.ac.uk/2014/05/27/resolution-appeals-and-complaints/>