



# Welcome to your HISA Guidebook!

UHI SHETLAND

#ForStudentsByStudents

Hi! Welcome to the Highlands and Islands Students' Association (HISA). Our purpose is to represent, empower, support and enhance the lives of UHI students. We exist to encourage and inspire you to find your people, your passion and your place. Day to day, we're the home of societies, clubs, networks, events, representation, campaigning, advice – all the best bits when it comes to student life. We're led by our students and are a completely independent non-profit organisation. That means we're always here for you when you need honest advice, support and inspiration, and we can focus our time and energy on doing what's right for you.



📍 **HISA Shetland, Room D4, Lerwick Campus Turn right at reception, left at the end of the corridor, then the 2nd door on the left**

✉ **hisa.shetland@uhi.ac.uk, hisa.shetland.depute@uhi.ac.uk**

☎ **Shetland Phone: 01595 771345**

🌐 **www.hisa.ac.uk**

📷 **@teamhisa**

📘 **@TeamHISA**

🎵 **@teamhisa**



# Who are HISA and what can they do for me?



## Automatic and Free Membership

When you join the university, you're automatically a member of the Students' Association and you're entitled to join our student groups, use our Advice Service and contact us for support.

## #ForStudentsByStudents

HISA is led by a team of elected Student Officers who live and work across UHI. They work together as a team, but each of them focuses on individual and local College remits to represent you and drive forward your interests. They will campaign on issues aiming to make positive changes at the University, on local and national levels.

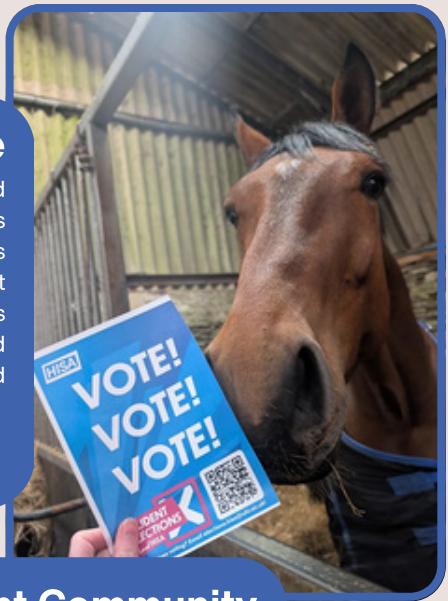
How will HISA ensure your voice is represented? You have representatives at all levels: Student Voice Reps in your course, elected Student Officers and All Student Meetings, and networks if you are part of an under-represented or marginalised group.



## Student Voice & Influence

Made up of elected Student Officers and employed staff, the Highlands and Islands Students' Association (HISA) represents you as a student here on campus. We ensure that your voice shapes and influences decisions made about the education delivered and student experience at local, management and national level.

Affiliated with



## Creating a Student Community

We are passionate about helping to nurture a friendly and thriving student community here on campus and online for our hybrid students. We do this by helping run events and activities, supporting student groups, running campaigns students care about and being active in our local communities.

## 3,2,1 ACTION!

If you want positive change our elected elective officers, student voice reps and HISA team are here to support you to achieve it. Get in touch with Team HISA for any improvements you want to see in your learning and teaching, life outside of your studies, and campus facilities using our contact details at the end of this guide.



# Meet Your Elected Officers 2025/26

## Cross Campus Officers



**Xander McDade**  
Students' Association President  
[xander.mcdade@uhi.ac.uk](mailto:xander.mcdade@uhi.ac.uk)



**Holly Pearce**  
Vice President Education  
[hisa.vpedu@uhi.ac.uk](mailto:hisa.vpedu@uhi.ac.uk)

## Local Officers

Everywhere you see a dot indicates a HISA hub where you will have at least one Local Officer representing your views locally. We also have two Cross-Campus Officers who represent all UHI students across the partnership and nationally.



**Harley Green**  
Shetland Depute President  
[hisa.shetland.depute@uhi.ac.uk](mailto:hisa.shetland.depute@uhi.ac.uk)

# Ways to Get Involved!

If being a Student Voice Rep (SVR), a Student Officer, or being in a Club feels like too much commitment, but you still want to get involved, here are some of the ways you can!

## Local and Online Events

Throughout the year HISA will host events that you can take part in! Check out what is happening in your area or online.

- Quizzes
- Photo competitions
- Treasure Hunts
- Ceilidhs
- Game tournaments
- Crafting
- And the list goes on...

## Welcome Week

It's the start of the academic year, you're finally here! Let's help get you settled in with our Welcome celebrations!

- Get to know campus
- See what's on offer
- Meet staff and other students
- Make friends
- Have fun!

## Campaigns

Your Student Officer Team will lead on various campaigns throughout the year focusing on building awareness of social, economic, and cultural issues or campaigns that affect students to celebrate and encourage equality, diversity, and inclusion.

- Take part in campaign events
- Follow and comment on social media



## Student Voice

An important role that HISA plays is facilitating the Student Voice and there are a few ways that you can have your views and opinions heard.

- Provide feedback on your academic and student experience to your class SVR or directly to your local HISA team.
- Take part in student focus groups to provide feedback on specific topics from a student point of view.
- Join a student fundraising committee – raise funds and plan your own student events.
- Become a member of College Committees to provide the student view directly to decision making bodies.
- Complete Student Surveys.

# Sport Clubs, Societies & Student Networks

## Looking for Community?

### Want to Meet Friends and Do Activities?

We're committed to building a friendly, thriving student community at UHI—on campus and online. Our student-led clubs and societies, supported by HISA, range from sports and academic groups to social and interest-based networks. Whether you're into Snow Sports, Dungeons and Dragons, or Pride, there's something for everyone.

Join via our website or contact your local HISA team or [HISAActivities@uhi.ac.uk](mailto:HISAActivities@uhi.ac.uk) for help!



## Sports Clubs

Discover all our sports and physical activity groups—both competitive and recreational. Don't see what you're after? Your local team can help!

Want to compete? Take part in Scottish Student Sport or BUCS events as an individual or team. Our students have won trophies, medals, and even made headlines—especially our Shinty teams!

UHI students also have their own custom sports kit and mascot, Skye the Highland Cow.

To get involved, contact your local HISA team!

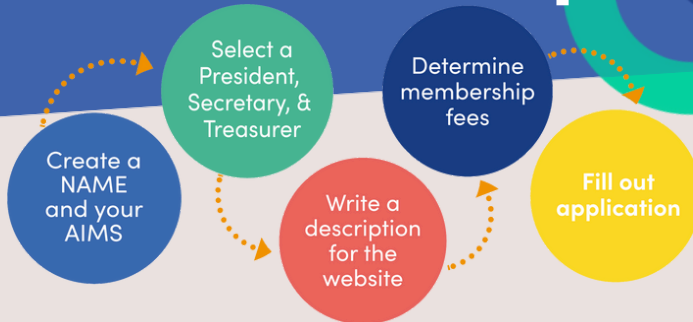


## Societies

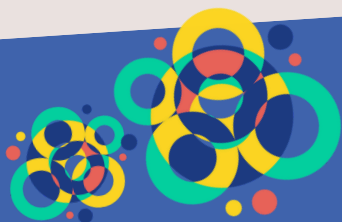
Here you can find groups focused around a shared interest, an academic focus, a political or otherwise shared identity aspect, or non-sporting activity like board games, arts, and local history. We have a lot of online student groups, as well, and you are welcome to join clubs that are near to you, regardless of which college you are registered at! And if you see a group you fancy at another college, why not work with us to create a local chapter?



# Start Your Own Group



If you can't find what you're looking for, why not start your own student group? Maybe you want to sing songs with other Taylor Swift fans or follow the path of destiny with fellow LARPer! We would love to support you to set up and run a new student group, and the affiliation process is easy! Visit our website, get in touch with your local team, or email [HISAActivities@uhi.ac.uk](mailto:HISAActivities@uhi.ac.uk) for more information!



## Student Networks

Looking for a safe space to make friends and find support? Our Student Networks are the place to be if you want to meet other students with similar experiences. Networks are permanent student groups, with protected or underrepresented identity aspects that can impact their student experience.

To join use the QR code to visit the website!

The following networks are open to any who self-identify.

- **The Pride Network** - for LGBTQ+ individuals and allies.
- **The Women's Network** - for those who self-define
- **The Accessibility Network** - for disabled students, those with access/support considerations.
- **The Students of Colour Network** - for students who may experience discrimination due to racial or ethnic difference.
- **The Neurodiversity Network** - for students who self-identify as having brains that function differently than what was traditionally characterised as "typical"!
- **The Digital Network** - for online and networked students.
- **The International Network** - for students from other places in the world!

# How We Represent The Student Voice

## Be the Voice of Your Fellow Students!

Are you passionate about making student life the best it can be? Here's your chance to make a real impact!

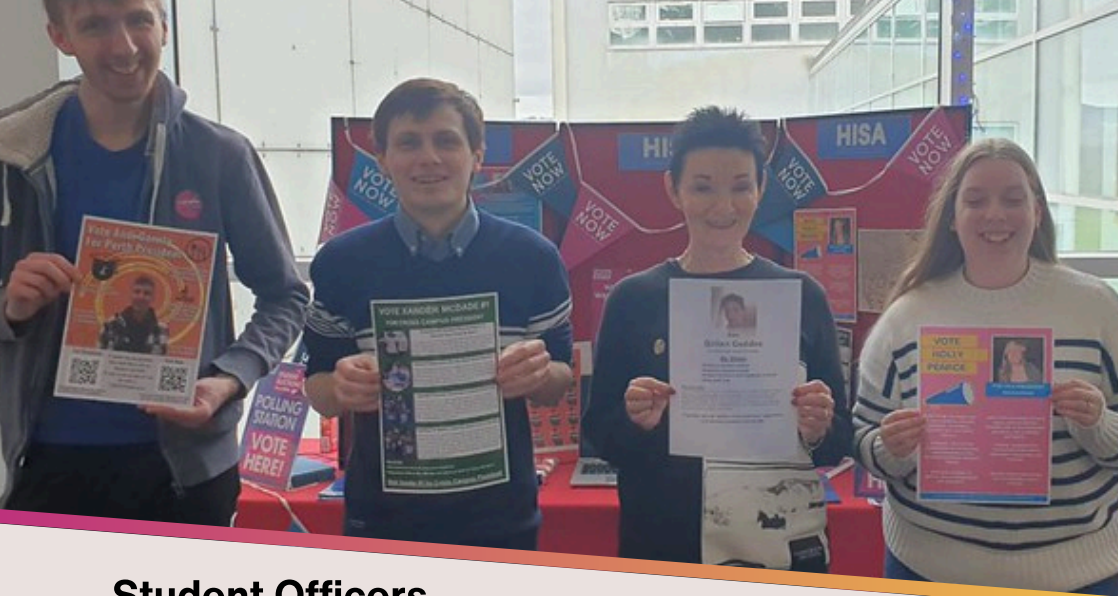
## Become a Student Voice Rep (SVR)

As an SVR, you'll represent your classmates, share their experiences, and help shape positive changes for all students.

## Why Get Involved?

- ✓ Flexible & Voluntary – Just 1-2 hours per week
  - ✓ No Experience Needed – Full support & exclusive training provided (in-person, online, and self-led training available)
  - ✓ Meet New People – Expand your network & attend HISA-led events
  - ✓ Boost Your CV – Gain valuable skills & leadership experience
  - ✓ Make a Difference – Influence real change in student life
  - ✓ Be the First to Know – Get exclusive updates on HISA events and opportunities
- 📌 **Interested? Scan the QR code to learn more! Or speak to your Lecturer or Personal Academic Tutor to apply.**





## Student Officers

- **Want to meet new people across the Highlands and Islands?**
- **Want to improve the student experience within UHI?**
- **Want to undertake a years funded work experience leading one of Scotland's biggest Students' Associations that will make you stand out to future employers?**

If the answer is yes to any of the above, you should think about nominating yourself to run in HISA's 2026 Officer Elections.

Being a Student Officer is a great way to meet new people, make a difference, as well as develop your employability. As a Student Officer you will have the opportunity to...

- **Meet new people across the Highlands and Islands.** As a Student Officer you will have the chance to network and get more involved in both local and cross-campus activities and events taking place across the Highlands and Islands, including Societies, Sports Clubs, and Student Networks.
- **To improve the student experience at UHI.** As a Student Officer you will be in a position to drive improvements to the student experience inside and outside the classroom, as well as ensure that HISA is campaigning on the matters that are most important to UHI students.
- **Undertake a year's funded work experience leading one of Scotland's biggest Students' Associations that will make you stand out to future employers.** As a Student Officer you will get the opportunity to gain skills and experience in leading a campaigning membership charity whilst receiving a real living wage.

## Interested?

**Keep an eye out for more information about the 2026 Student Elections!**

# HISA ADVICE SERVICE

## Who We Are & What We Do

The Advice Service is a free, confidential, and impartial support service available to all UHI students. We provide guidance on academic matters, housing, and student finance, and can signpost you to other services for additional support. Our aim is to equip you with the information and resources you need to get the most out of your student experience.

We support all current students—on campus or studying remotely; undergraduate or postgraduate, including both taught and research students; UK-based or international. We also advise recent graduates who are still engaged in university processes such as appeals or complaints.

## How Can the Service Help Students?

### **INDEPENDENT AND IMPARTIAL**

We are part of the Students' Association, which allows us to act independently and support students who are in dispute with the university or who need impartial advice.

### **UNIQUELY TAILORED ADVICE**

Our caseworkers are specially trained to provide trauma-informed, nonjudgmental guidance to you. They have extensive knowledge of funding policies and participate in regular training to stay up to date. They are actively involved in policy development within the university and hold positions on various university committees and working groups.

### **CONFIDENTIAL**

We have a strict confidentiality policy, so you can rest assured that your information won't be shared with the Academic Partner without your explicit permission.



# We Specialise in Providing Advice on Key Topics

## ACADEMIC

Appeals, misconduct, student code of conduct investigations, complaints, mitigating circumstances, support for study, fitness to practice, etc.

## MONEY

Student hardship and discretionary funds, bills, budgeting, council tax, banking, and discounts.

## HOUSING

Support in how to find accommodation, university halls disciplinary procedures, checking tenancies, unfair terms, evictions, ending tenancies, deposits, repairs, rent, first-tier tribunal cases, homelessness, etc.

### Please note the following limitations of our service:

- **We cannot provide immigration advice.** We are not licensed to offer immigration advice and will refer all immigration-related enquiries to the University's International Support Team or appropriate external organisations.
- **We do not offer mental health support.** While we are not a mental health service and cannot provide direct therapeutic support, we can assist you in a crisis by signposting you to appropriate services. Our role is to offer practical advice and guidance.

## Getting in Touch

**Call or Text via WhatsApp for Advice:** 07894 907024

**Email for Advice:** [hisa.advice@uhi.ac.uk](mailto:hisa.advice@uhi.ac.uk)

We can offer appointments via TEAMS/Webex or by telephone. Book via [hisa.uhi.ac.uk/advice](https://hisa.uhi.ac.uk/advice)

We aim to respond promptly to urgent and serious cases, while less urgent cases may take up to 5 days.



**Elena Arroyo**

Advice Service Manager  
[hisa.advice@uhi.ac.uk](mailto:hisa.advice@uhi.ac.uk)

# Get in Touch

## Pop In, Phone, Email or DM Us

Whichever way suits you...we can't wait to help you make your student experience the best it can be!

We'll keep in touch with you throughout the year through our monthly newsletter, social media and other methods on campus and online but below are some key places to get in touch!

- 📍 **HISA Shetland, Room D4, Lerwick Campus Turn right at reception, left at the end of the corridor, then the 2nd door on the left**
- ✉ **Local Email: [hisa.shetland@uhi.ac.uk](mailto:hisa.shetland@uhi.ac.uk), [hisa.shetland.depute@uhi.ac.uk](mailto:hisa.shetland.depute@uhi.ac.uk)**  
**General Email: [hisa@uhi.ac.uk](mailto:hisa@uhi.ac.uk)**  
**Advice Service: [hisa.advice@uhi.ac.uk](mailto:hisa.advice@uhi.ac.uk)**  
**Clubs & Societies: [hisaactivities@uhi.ac.uk](mailto:hisaactivities@uhi.ac.uk)**
- ☎ **Shetland Phone: 01595 771345**  
**General Phone: 01463 279 391**
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