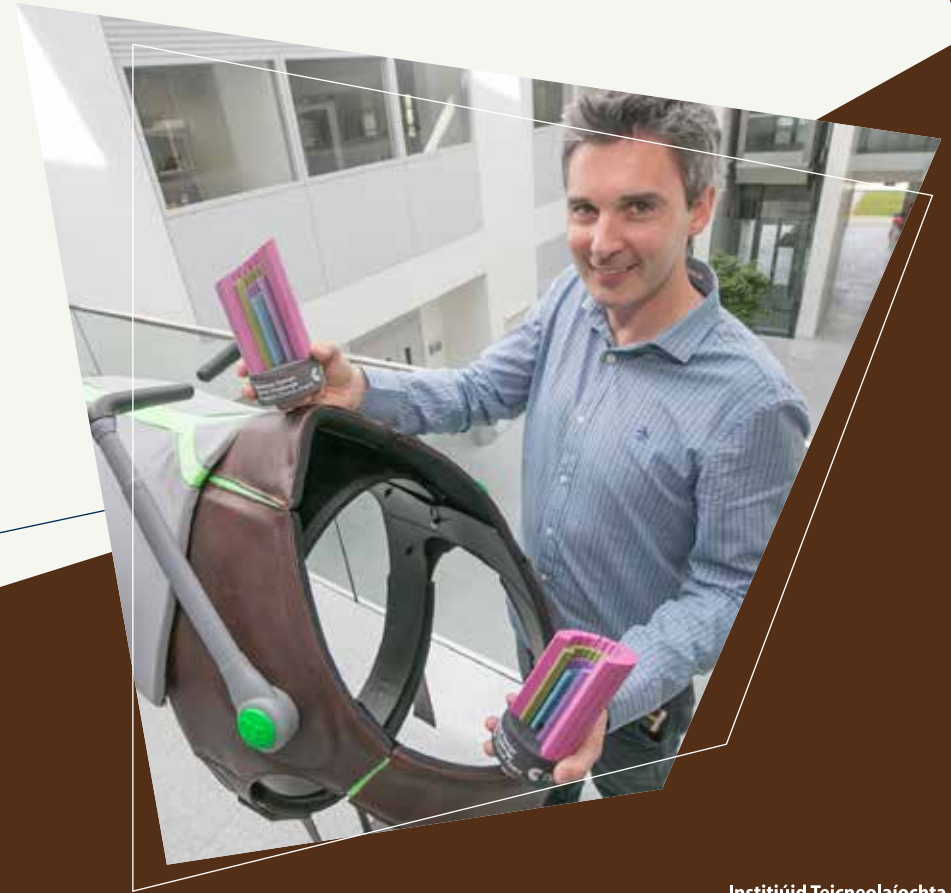


Student Charter 14



Institiúid Teicneolaíochta Cheatharlach



INSTITUTE of
TECHNOLOGY
CARLOW

At the Heart of South Leinster

STUDENT CHARTER

1 INTRODUCTION

The Charter applies to all registered students, whether registered for full-time or part-time courses and to full-time officers of the Students' Union or other student representative body recognized by the Institute for that purpose. The Charter also applies to registered students while participating in work experience programs outside the Institute when such experience is documented as a required part of the course.

The Institute is committed, through a partnership of management, staff and students to ensuring that its activities are conducted in a fair and equitable manner, which is conducive to good working relations on campus. The Student Charter, which sets out the rights and obligations of students, has been prepared and is implemented in that spirit.

A separate set of regulations and disciplinary procedures are in place for the conduct of students (Academic Regulations, Library Regulations and Examination Regulations).

2 RIGHTS OF STUDENTS

A Student has the following rights:

- 2.1 The right to be treated solely on the basis of his/her merits, abilities and potential and not to be unfairly discriminated against as a result of gender, colour, ethnic or national origin, age, social background, disability, religious or political beliefs, family circumstances or sexual orientation.
- 2.2 The right to expect from the Institute, tuition of professional standard on the course for which they are registered and reasonable educational and support facilities consistent with the

resources available to the Institute.

- 2.3 The right to study in an Institute atmosphere free of harassment and intimidation, which promotes personal integrity and dignity.
- 2.4 The right to fair and just procedures, including appropriate appeals procedure, in all matters of the Academic Regulations.
- 2.5 The right to be treated as a responsible adult member of a third-level institute, to be able to represent personal views in a reasonable manner and to be treated with normal standards of courtesy by all members of the Institute.
- 2.6 The Student Body has the right to nominate two students, one male and one female to serve on the governing body of the Institute.
- 2.7 The Student Body has the right to nominate four students, three from Carlow Campus and one from Wexford Campus, with gender balance applied, to serve on the Academic Council of the Institute.

The Institute of Technology Carlow is committed to providing you as a student, with the best possible experience in higher education. The Institute sets out in this charter, the expectations that the student should have of the Institute. The charter also details the student's responsibilities to the Institute, its staff and their fellow students.

The Charter (which has been developed in consultation with your Students' Union) is based on the recognition of a partnership between the Institute and the student body. The Institute will establish, with your Students' Union, monitoring mechanisms to seek to ensure that the commitments made in the Charter are being met. The Charter is underpinned by the Institute's desire to respond to and correct difficulties

quickly, should they arise. The Institute commend that intent to the student and looks forward to a continuing dialogue with their representatives and/or themselves in its operation, review and monitoring.

The Charter sets out both the standards the Institute will attempt to achieve for all students and the commitments The Institute seek from them.

The Institute will strive to execute our responsibilities, as described in the Student Charter, as far as is reasonable and within the constraints imposed by budgets and available human resources.

The Charter cannot guarantee the provision of services that may be subject to action external to the Institute. The Student Charter is an expression of intent and the charter is not legally binding.

The Student Charter addresses the standards of service which the Institute will strive to achieve for all students as well as the responsibilities which students are expected to undertake as members of the Institute. These are summarized below:

The Institute aims to:

- Publish comprehensive and accurate information about our activities, procedures and regulations;
- Operate a fair and efficient admissions procedure;
- Provide a suitable context within which teaching and learning can take place;
- Provide a suitable context within which research can take place;
- Offer appropriate student support services;
- Facilitate student participation in the Institute's decision-making process;
- Operate appeals and complaints procedures that are both fair and easily accessed in a timely manner.

The student is expected to:

- Attend lectures, practicals, tutorials and all course work as required, apply themselves to their studies and abide by deadlines set for the submission of work;
- Familiarise themselves with and comply with the Institute's regulations and procedures relating to students;
- Act responsibly towards staff, other students, visitors to the Institute and members of the local community, and to respect Institute property;
- Pay all fees required by the Institute as they become due;
- Seek advice and help from relevant Student Services should the need arise;
- Contribute to the life of the Institute.

The Charter sets out in more detail the obligations listed above, explaining the standard of service offered by the Institute and the correlative response required of you the student.

3 EQUAL OPPORTUNITIES POLICY

The Institute respects the dignity and diversity of all our students and staff. The Institute aims for an Institute community that is free from intimidation and discrimination.

The Institute aims to create the conditions whereby staff and students are treated solely on the basis of their merits, abilities and potential by ensuring that no member of the Institute is unfairly discriminated against as a result of gender, colour, ethnic or national origin, age, social background, disability, religious or political beliefs, family circumstances or sexual orientation.

The Institute accepts its responsibilities under human rights and anti-discrimination legislation and codes of practice, and the need for positive action to redress inequalities.

All students and employees are required to comply with this policy and to promote a

culture that values diversity and equality of opportunity in all areas of Institute life.

The Institute aims to offer students:

- A culture in which behaviour reflects a high level of awareness of equal opportunities issues;
- Equality of opportunity regardless of personal characteristics and differences; this commitment applies to all individuals and all aspects of Institute life;
- Clear information about processes and procedures;
- That any complaint of discrimination or harassment will be taken seriously and dealt with fairly and efficiently.

The student is expected to:

- Respect and treat with dignity all members of the Institute community;
- Comply at all times with the Institute's policies on equal opportunities and harassment;
- Treat all staff and students in a way that is non-discriminatory and respects difference.

4 INSTITUTE REGULATIONS

All members of the Institute are expected to behave in a manner, which is respectful of the rights and views of others.

The Institute aims to offer students:

- Clear guidelines outlining behaviour expectation to be made available in the Regulation Section of this handbook;
- Fair and consistent treatment in dealing with breaches of the Institute Regulations.

The Institute expect that students will:

- Be familiar with the Institute Regulation's and abide by it (published in this handbook).

5 OPERATE A FAIR AND EFFICIENT ADMISSION PROCEDURE

The Institute aims to provide, through its Prospectuses and other publicity material, clear accurate and up-to-date information about its programmes of study, research, facilities and support services.

The Institute will operate an admissions system to its programmes based upon equality of opportunity and ability to benefit from the programme of study.

The Institute aims to:

- Provide information in our Prospectuses and other publicity material which is accurate at the time of publication and inform the student, before admission, of any change which might alter or modify the student's programme of study;
- Provide guidance on the extent to which the Campus is able to support a student with a particular disability or special needs;
- Provide equal treatment for all applicants/students regardless of sex, race or ethnic group, family responsibilities, disability, age or sexual orientation.

The student is expected to:

- Have undertaken basic investigations as to the nature of the chosen programme and its suitability for fulfilling the student's aspirations;
- Provide the information required on the application form, including information about any Special Needs;
- Provide full and accurate information relating any personal criminal record if required to do so by the professional entry criteria of a particular course;
- Inform the Institute as soon as possible, should the student decide to withdraw.

5.1 Registration

The student can expect:

- To be dealt with efficiently;
- To be provided with a copy of the Student Handbook as part of registration.

The student is expected to:

- Provide to the admissions office all relevant personal details as requested e.g. term-time and home addresses and telephone numbers;
- Complete enrolment procedures.

5.1.1 Induction Programme

The Institute aims to offer students:

- Where appropriate, an induction programme will be arranged that introduces the student to Institute life and will include details of the student's course, clarify Institute expectations and explain procedures. The student's induction programme will also outline key services and facilities;
- The Institute aims to provide the student comprehensive information relating to the student's programme of study including, where appropriate, a list of essential books and equipment;
- A programme of social activities and events organized by the Students' Union.

The student is expected to:

- Research fully the course you, the student, is embarking on and the services and facilities available in the Institute;
- Familiarize themselves with information relating to the student's programme of study including, where appropriate, a list of essential books and equipment;
- Familiarize themselves with the various policies and procedures which students of the Institute are bound by;
- Talk to tutors, support service staff or the Students' Union advisers if any problems or concerns arise;
- Consult the student's course leader and

confirm in writing if you the student intend to withdraw from or suspend the student's studies;

- Keep your admissions office informed of any changes in address or other details.

6 THE ORGANISATION OF LEARNING

The Institute aims to provide:

- Information on the overall structure of the student's programme of study;
- At Department level, appropriate course hand books for each course; provide a clear guide to the programme contents, staged aims, objectives and learning outcomes; learning and assessment methods;
- Clear information about the teaching timetable;
- Suitable teaching and learning accommodation and associated facilities;
- Guidance on the selection of options and progression routes, where appropriate;
- Timely feedback on assignments and advice on progress.

The student is expected to:

- Inform their department of inability to attend lectures, seminars or tutorials (or placement if applicable);
- Take responsibility for the student's own learning;
- Familiarize themselves with the requirements of their programme of study;
- Attend timetabled sessions including examinations and assessments;
- Submit work by the due date.

7 PROVIDE A SUITABLE CONTEXT WITHIN WHICH TEACHING AND LEARNING CAN TAKE PLACE

7.1 Learning & Teaching

The Institute is committed to ensuring high standards in its teaching and in supporting learning.

The Institute aims to offer students:

- A learning and teaching strategy that is well planned, which uses different methods, and is designed to help themselves;
- Information about the arrangements and study requirements for the course;
- Regular and constructive feedback on their work.

The student is expected to:

- Prepare for and participate in scheduled learning activities in ways which support the teaching and learning of others as well as themselves;
- Familiarise themselves with the course information;
- Comply with the administrative arrangements of the course.

7.2 Attendance & Participation

While learning happens “within” each individual, the majority of courses include activities designed to support learning which depend on participation and collaboration.

The Institute aims to offer students:

- Full information about the time and location of teaching and assessment arrangements;
- Information on how to apply for consideration of circumstances which may have affected their performance in an assessment (mitigating circumstances) by Boards of Examiners.

The student is expected to:

- Familiarise themselves and comply with the attendance requirements for their course;
- Arrive on time for classes;
- See the relevant member of staff as soon as possible if any class, workshop, practical or laboratory session is missed.

7.3 Study and Learning

The student’s contribution may include the acquisition of knowledge and skills and the development of professional standards, values and codes of ethics appropriate to their chosen profession.

The Institute aims to offer students:

- A curriculum offering a balance of teaching, learning and assessment methods.

The student is expected to:

- Take responsibility for his/her learning, for example by: reviewing learning notes and ensuring that he/she follows up on any points he/she does not understand, through further reading and in tutorials;
- Participate fully in group work and tutorial sessions.

7.4 Study Methods

The Institute will offer a range of study methods designed to encourage effective learning, for example, guided reading, group work, lectures, seminars, workshops, practical and field work, as appropriate to the course you have chosen.

The Institute aims to offer:

- Study methods that are clearly explained, properly managed and clearly linked to course objectives;
- On each route, guidance about the student’s programme of study and study methods;

- For the student to receive advice from the student’s course tutor about the student’s performance on each course.

The student is expected to:

- Participate fully in all models of learning relevant to the student’s chosen courses of study;
- Seek feedback on the student’s progress from their course tutor, personal tutor and programme leader, as appropriate;
- Be supportive of fellow students, especially in seminar and group activities;
- Access recommended texts, notes and other recommended study material.

8 ASSESSMENT

Assessment has a major influence on learning; it is also the means through which the Institute determines whether an appropriate standard has been achieved for progression through stages to an award.

The Institute aims to offer students:

- Clarity in the purposes and methods of assessment;
- Assessment strategies, which employ a range of types of assessment;
- Assessment criteria which are open, transparent and free from bias;
- Specific feedback on assessments to aid either understanding and improvement;
- Clearly communicated and, wherever possible, appropriately sequenced and distributed assessment dates;
- Feedback within a reasonable time frame;
- The assurance that known and substantiated mitigating circumstances will be taken into account in deciding student awards and progression;
- Academic advice following examination failure;
- Assessment arrangements wherever possible which take account of special needs a student has arising from illness or disability, in accordance with the

Institute Regulations, providing the student has notified the Institute of the special needs in advance of the assessment process;

- The assurance that any allegation of cheating or plagiarism made against the student will be investigated in accordance with the Institute’s procedure;
- Consideration of extenuating circumstances considered in confidence by the Examination Board, if submitted in writing and documentary evidence prior to the meeting of the Examination Board;
- To receive written notification of the confirmed final result;
- The right of appeal, if the student has valid grounds, against a decision of an Examination Board in accordance with the Institutes Academic Appeals Regulations.

The student is expected to:

- Complete all assessment activities and adhere to the assessment timetable;
- Submit written and project work in legible and neat format or work processed, where required;
- Notify tutors promptly if the student is having difficulties which affect their performance;
- Provide written evidence if the student submits mitigating circumstances affecting their assessments;
- Comply with normal academic conventions and acknowledge the work of others where appropriate;
- Never engage in cheating, plagiarism or other designated academic infringement;
- If the student is requesting special assessment arrangements, produce in advance, medical or other documentary evidence to support their request;

- Attend oral and written examinations as required by Examination Boards and to take responsibility to ensure attendance at the right time, on the right day and at the right place;
- Follow regulations relating to attendance at formal assessment of a placement, where required to do so;
- Submit any appeal against a decision of a Examination Board within the time limit and in accordance with the Institute's procedure.

8.1 Assessment Review

1. Review application to be received by the Examination Officer within ten working days after publication on the Institute website of the candidate's provisional examination results.
2. Application for a Review must be made on the appropriate form, signed by the applicant, include the fee and be submitted to the Examination Office. Forms are available from the Examination Office and the School Administration Offices.
3. The review will be carried out by the Internal and a second Internal/External Examiner.
4. One review report form to be completed by each examiner in respect of each subject reviewed.
5. Decisions in relation to the Review will be entered on the appropriate form and returned to the Examination Office.
6. The official result of the Review will be communicated in writing to the student at his/her registered address.

9 WORK PLACEMENTS

Some programmes of study involve a period of compulsory supervised work experience in the form of placements.

While every effort is made to secure placements, the Institute cannot offer an absolute guarantee of a placement for all students who are enrolled on such courses.

The Institute will facilitate an appropriate level of supervision.

The Institute aims to offer students:

- Information about the level of support available in the process of securing placements;
- A clear statement of the intended outcomes and appropriate assessment of the placement;
- Contact with a Departmental tutor during the placement;
- Access to appropriate Institute facilities and services whilst on placement where possible.

The student is expected to:

- Play their part in securing a suitable placement;
- Maintain contact with tutors whilst on placement, including submission of reports as specified in their placement programme;
- Conduct themselves in a responsible and professional manner;
- Comply with appropriate employer regulations;
- Be pro-active in organizing work at the placement, in accordance with programme regulations;
- Undertake the assessment activities associated with the placement period;
- Comply with and fulfil the assessment;
- Abide by local policies and procedures regarding Health and Safety;
- Remember that he/she is a member of the Institute whilst on placement and to behave in an appropriate matter.

10 LIBRARY SERVICES

The Library is central to the work of the Institute with a stock designed to support staff and students across all areas of academic study. The Library stock consists of a wide range of electronic and printed formats, including electronic sources of information, online databases, videos, cassettes and teaching equipment. Library Services seek to provide a Library or Learning Centre appropriate to the needs of its staff and students.

The Institute aims to offer students:

- Information on opening hours, borrowing allowances and other aspects of the Library service;
- Library stock which reflects current teaching and research needs, within the limits of resources available;
- Help and advice on the use of Library Service and its resources;
- Items which have been accurately reshelfed and as quickly as possible using the available resources;
- Group tours to enable new and continuing students to make effective use of the printed and electronic Library resources;
- Suitable areas for group and individual study;
- Access to electronic information services, an efficient photocopying service and the facility to borrow items;
- Opportunities for students to give feedback on the full range of Library services (by suggestion box, e-mail, telephone, in person or through their student representative);
- Special support and services to part-time students and to students with disabilities;
- The opportunity to participate in an induction to library services;
- Full student borrowing rights and access to facilities and online databases;

- An Enquiry Desk that is staffed at all times to provide the student with assistance in using its facilities;
- Staff who will be available to provide assistance to the student if they are disabled;
- Published information on access and opening times to be easily available;
- Access to individual and group space consistent with their programme requirements.

The student is expected to:

- Comply with the published regulations and code of conduct for student users of library resources;
- Respect the rights of Library users and staff by observing regulations concerning noise in the Library and other Library rules;
- Accept responsibility for items on loan to them and for returning these items by the due date;
- Provide feedback on the Library services (by suggestion box, e-mail, telephone, in person or through their student representative);
- Respect silence in the study areas of the Library.

11 COMPUTING SERVICES

The Computer Services Department provides the Institute with appropriate, quality information and Communications Technology services to facilitate the learning, administrative and research activities of the Institute.

The Institute aims to offer students:

- Modern and efficient computing services to support both their taught courses and private academic study;
- A computer account that permits reasonable access to the computing resources and provides networked storage space and email facilities, according to the published timetable;

- Published information on opening times;
- Details of how to obtain assistance from the Help Desk if the student has technical problems when using computers;
- Email or personal help and advice at the Help Desk in response to individual requests;
- Access to computing rooms throughout the normal working day, subject to the calls of timetabled teaching and security constraints;
- Information about the available computing services in the Campus through induction sessions, the Institute web site and the Student Handbook;
- Information on the Regulations governing the use of the Computing Services through notices, the Student Handbook and the Institute website.

The student is expected to:

- Be fully aware of and abide by the Regulations governing the use of the computing services and the guidelines which cover network use;
- Take reasonable steps to protect Institute computing facilities from theft, viruses and other threats;
- Comply with the Learning Resource Centre (LRC) Regulations included in the Student Handbook.

12 ON-COURSE SUPPORT AND GUIDANCE

Academic Departments provide general on-course student support and guidance in partnership with Student Services and the Students' Union. These systems all aim to provide accessible and effective support for students and to encourage students to develop their academic and personal potential. A list of Student Services are outlined in the Student Handbook.

The Institute aims to offer students:

- Explanation of the support and guidance systems operating within their academic school/department during induction and at other key points during the course;
- Widely available information about specialist institute and Students' Union support services;
- The opportunity to discuss any emerging academic or personal difficulties with an appropriate member of staff within their academic school/department;
- Sensitive referral to appropriate specialist services;
- Access to Student Services where their concerns will be dealt with by telephone, email or personally and information given on where to seek advice and support.

The student is expected to:

- Familiarise themselves with any relevant information literature;
- Take responsibility for consulting appropriate staff about any difficulties affecting their studies at the earliest opportunity;
- Make appropriate use of any specialist support available;
- Familiarize themselves with the printed and web-based information concerning access to support services;
- Access the appropriate support in a timely manner to avoid emergency situations where possible.

13 ACCESS SERVICE

The Institute's Access Service adopts the policy of philosophy of integration and social inclusiveness which is dedicated to providing necessary support services wherever possible.

The overall aim of the Access Service is to promote, facilitate entry to and participation in the academic programmes and student life of the Institute for mature students, students with special needs, and students from groups currently under-represented.

The Institute aims to offer students:

- A meeting to ascertain which interventions may be required to enable entry to, and participation in the Academic Programmes offered by the Institute.
- Advice to facilitate that their expectations are grounded in reality to enable the student to make an informed choice;
- The sourcing and putting in position reasonable accommodations that may be required by the student to enable them to avail of their chosen programme.

The student is expected to:

- Attend the arranged meetings and keep the Access Officer informed of their requirements;
- Keep appointments and give as much notice as possible of any cancellations.

13.1 Disability Support

The Institute is committed to improving provision for students with disabilities, specific learning difficulties such as dyslexia and those with medical conditions which impact upon their studies. The Institute welcomes applications from disabled students and will take every reasonable action to ensure that specific requirements are met and that all students are able to participate as fully as is practicable in the academic and social life of the Institute.

The Access Officer assists Students with Disability with relevant information and advice.

It is in the interest of the Disabled Students to assess whether the Institute is able to meet his/her needs satisfactorily before embarking on the course. The Access Officer in Student Services will assist in defining those needs and establishing mechanisms to facilitate that the Institute is able to deliver its agreed commitments.

Students or applicants should contact the Access Officer as early as possible to discuss requirements.

The Institute aims to offer students:

- Clear and accessible information on request regarding the Institute's policy and service provision for students availing of the access service, including charges applicable for specialist services and facilities;
- The opportunity to discuss specific requirements including appropriate presentation of course materials, modes of examination and course assessment, prior to admission and throughout the course;
- Advice about additional funding and assistance with applications for the Department of Education & Science ESF Special fund for Students availing of the access service;
- Assurance that every applicant will be treated individually, flexibly and with respect, when having their needs assessed by the Access Officer;
- Reasonable adjustments to their methods and materials to take account of specific needs.

The student is expected to:

- Make contact with the Access Officer as soon as possible, in order to discuss how their needs might be met;
- Make available to the Institute Student Services staff any external professional recommendations regarding the support necessary to enable the student to participate fully in their studies;
- Inform the Institute of any specific support requirements arising from a disability prior to admission so that proper consideration may be given;

- Inform the Institute of any emerging requirements related to a disability;
- Inform their course leader within the first two weeks following enrolment of any special requirements for assessments and examinations;
- Share some responsibility for informing relevant staff what their specific needs are, as necessary, whilst at the Institute;
- To provide feedback and information on their experience of being a disabled student, to facilitate our continued improvement.

14 COUNSELLING SUPPORT

The Institute provides a confidential counselling service. The service has the support of the Student Services Team including the Student Health Service.

The Institute aims to offer students:

- Access to a confidential counselling service offering regular contact with a counsellor if circumstances deem it necessary/appropriate;
- An initial appointment for individual or group counselling normally within two weeks of enquiry;
- If they are in crisis, an appointment with a counsellor or a student support adviser, normally on the same day;
- A referral to another appropriate professional service or agency if it is an emergency situation outside the scope of the Counselling Services;
- The exploration of their concerns in a non-judgment and confidential setting with a Counsellor who will treat their concerns with respect, no matter what their personal circumstances may be;
- Liaison with internal/external personnel as appropriate and with written agreement by the student;
- The availability of workshops for groups of students covering such matters as stress management, assertiveness training, examination anxiety, life skills;

- Appropriate referral to internal and external specialist services.

The Student is expected to:

- Keep any appointments offered by the service and provide as much notice as possible if the student has to cancel an appointment;
- Accept responsibility for their part in the counselling process;
- Respect the confidentiality of the counselling arrangements for other students.

15 CHAPLAINCY SERVICE

The Institute aims to respond to the pastoral and spiritual needs of its students through a Chaplaincy. This Chaplaincy considers the person as having physical, intellectual, emotional spiritual and social needs. The services of the Chaplain are available to students of any belief and none.

The Institute aims to offer students:

- A capacity to respond, intervene and to be present at times of trauma, crisis, illness and grief;
- A pastoral counselling bridge to support for professional counselling;
- A response to the specific needs of special category students – overseas, disabled, exchange apprentice – and their academic cycle;
- A follow through to student home, hospital, court, and other visits;
- An individual or group tutoring role in relation to life's experiences, the integration they require, and the meaning they can have;
- Mediation as a feature of the Chaplaincy's non-institutional presence;
- Help with links to inherit or chosen faith or denomination, leadership and ministry, prayer and worship when requested;
- Opportunities for growth in faith within a tradition when sought as well as accompanying experiences to non-faith when invited;

- Promotion of Retreat/ Consciousness Raising/Spiritual and Religious Programmes projects and Services.

The student is expected to:

- Respect the rights of those of all religious convictions to peacefully express and practice their faith;
- Treat the Chaplaincy staff with the respect the student expects from them;
- Be prepared to be directed to other appropriate sources of assistance or information if necessary.

16 STUDENT HEALTH SERVICE

The Institute is fully committed to the principle of student well-being and health promotion. In recognizing students as a group with specific health needs, confidential treatment and advisory services, including a drop-in clinic, are provided on campus by the Student Health Service.

The aim of the Student Health Service is to provide an on-campus primary medical care service for students with an emphasis on preventative medicine, occupational health and health education.

The Institute aims to offer students:

- Information and advice on how to access Student Health Service provision
- A sensitive service which respects privacy and personal needs
- Regular weekly surgeries, attended by a male or female doctor
- That surgery hours will be posted in the Student Health Unit
- That nursing staff will be available in the Student Health Unit daily from Monday to Friday during the day for dressings, advice and treatment.

The student is expected to:

- Ensure that the student has completed the IT Carlow Medical Form and registered with the Student Health Service;

- Keep appointments with the Student Health Service;
- Familiarise themselves with information about the health care services available to them;
- Notify their course tutor or school administrator if they are absent from the Institute through sickness and inform the course tutor or school administrator of their return;
- Ensure that the student responds promptly to Institute requests for vaccination or other reasonable health-related action;
- Present their current academic year Institute Student Card to any member of the medical team as proof of their identity.

17 FINANCIAL ADVICE AND INFORMATION

The Institute aims to provide up-to-date and accurate advice and information on relevant aspects of student finance.

Although student-funding policy is beyond the control of the Institute, The Institute will try to facilitate so that no student is disadvantaged by lack of information and support in matters concerning student funding and financial support.

The Institute aims to offer students:

- Clear and accurate information about Institute charges, together with details of any payment arrangements that may be offered;
- Reasonable assistance in dealing with Local Authorities and other funding providers;
- Information and advice on sources of financial support;
- Information and advice on budgeting, income maximization and debt control.

The student is expected to:

- Pay institute charges in accordance with

defined timescales;

- Notify the Institute of any change in details in connection with the payment of charges;
- Make appropriate use of available services if the student is experiencing financial difficulties.

17.1 Student Financial Support

The Institute is committed to providing appropriately targeted financial support within the framework of the statutory funding available where The Institute is responsible for administering financial support arrangements (e.g. Student Assistance, Access Funds).

The Institute aims to offer students:

- Clear guidelines outlining eligibility and application procedures;
- The assurance that applications will be dealt with promptly and sensitively;
- The opportunity to discuss their application with appropriate staff.

The student is expected to:

- Keep an appointment arranged in connection with enquiries about financial support;
- Read the guidelines/information provided and respond within specific deadlines;
- Provide accurate and complete information as requested;
- Recognize that the Institute is required to target financial assistance towards those in greatest need;
- Advise the Institute of any change in circumstances (as outlined in procedures for drawing funds from Access Fund, now known as Student Assist Fund).

17.2 Student Assistance Funds

Access and Student Assistance funds have been established and funded by the Government, and are administered by the Institute on its behalf to provide financial support for students who are experiencing financial difficulties.

Details of the funds are available to all students from the Student Support Services. Applications are treated in the strictest confidence. The processing of monies is dealt with speedily for those students identified as needing extra help. However, the fund is discretionary and no student has an automatic entitlement.

The Institute aims to offer students:

- Information details of the Access and Student Assistance Funds, make application forms available and offer advice on how to apply;
- Notification about the outcome of any application within one month of it being received;
- A confidential approach to interview/discussions on financial advice.

The student is expected to:

- Familiarize themselves with the financial support available to students of the Institute;
- Provide the full information required on the application form;
- Support their application with the required evidence as requested;
- Take reasonable care to ensure that the student is adequately aware of the costs they face as a student and of any sources of funding available to them;
- Assure prompt and full settlement of any re-payment due to the Institute.

The Institute will, on request, make provision to assist students facing short-term and emergency financial difficulties.

18 CAREERS AND APPOINTMENT SERVICE

The Careers and Appointment Service at IT Carlow seeks to facilitate and empower students to manage their career development. The Institute encourages individual responsibility and creativity for each student's unique career path and work

with students to achieve realistic career ambitions.

The Institute aims to offer students:

- Information on Careers services and Careers Development opportunities for all Institute students;
- Graduate Talks and Further Study options;
- Company presentations and interviews;
- Help with job applications and/or exploring time out options;
- CV preparation and interview skills;
- Information and guidance on Transfers, CAO, UCAS and Postgraduate Courses;
- Research Skills – exploring career options and opportunities on the internet;
- Careers – The Institute web page with regular updates of job vacancies;
- Access to a Careers Adviser by one-to-one interviews, group workshops or drop-in sessions on job hunting, recruitment, selection and related issues.

The student is expected to:

- Familiarize themselves with the printed information on Careers and Career Development;
- Make themselves aware of the services and facilities available as early as possible and use them fully;
- Respond to correspondence and communications from Careers in an appropriate manner;
- Keep appointments for interviews and group sessions;
- Provide as much notice as possible if the student has to cancel an appointment;
- Take responsibility for their own personal development and career planning with the support of the careers and guidance professionals if they need this;
- Take responsibility for researching career opportunities and planning their career;
- Consult with Careers staff and keep them informed of the student's career

needs and progress during and after the completion of their programme;

- Advise the Careers Service of the student's employment or further study after completion of the course.

19 STUDENT INVOLVEMENT IN THE DECISION MAKING PROCESS

The IT Carlow Students' Union is a separate entity of the Institute; however the Institute recognises the body as Student Representatives. IT Carlow Students' Union is run by student Executive Officers elected by the student body each academic year.

These officers, each with a distinctive job description, work to ensure that the IT Carlow Students' Union represents all Institute students.

19.1 Students' Union Executive

The Union Executive, the body of elected students, has the responsibility to ensure Union policy benefits the student body as a whole, and that the elected Executive Officers are held accountable. The student can expect to input their views about the IT Carlow Students' Union at the Annual General Meeting (AGM).

The IT Carlow Students' Union provides services for the use of members and non-members where appropriate.

All Students who are registered at IT Carlow are automatically members of the IT Carlow Students' Union.

The Union is the responsibility of the Student Executive which is elected on an annual basis by the student membership.

The overall body of the IT Carlow Students' Union is composed of those students in attendance at a Union General Meeting, where all major decisions are taken democratically in accordance with the IT Carlow Students' Union

constitution. The Union seeks to offer students a wide range of social and cultural activities.

The Students' Union aims to provide:

- An IT Carlow Students' Union Fresher's Handbook detailing information about the IT Carlow Students' Union and the Carlow area;
- An IT Carlow Students' Union Welfare Manual detailing help and advice available on anything from finance to accommodation;
- Information on clubs and societies;
- Opportunities to voice their views and represent their fellow students;
- Access to all Union facilities including student-led clubs and societies catering for many different interests and abilities, and ranging from sports clubs to media societies;
- Access to the Union's social events;
- Information, advice and guidance on a whole range of topics such as money, housing, academic problems and legal matters;
- Representation as a member of the IT Carlow Students' Union if the student has a valid concern;
- Opportunity to be able to stand for election to the Union Executive, and/or the various committees established as a part of the democratic process of the Union;
- Opportunity to be able to take an active part in the Union General Meetings, and in the Area, Regional and National conferences as a representative of the Union;
- Opportunity to receive training and a handbook should the student become a representative for their academic programme;

- Involvement in a variety of fund-raising activities during the year.

As a member of IT Carlow Students' Union the student is expected to:

- Take full advantage of the opportunities offered;
- Make responsible use of the facilities available;
- Represent their fellow students positively at all times;
- Ask for help when required;
- Respect the integrity of the IT Carlow Students' Union advisers, staff members and Officers;
- Participate as much as the student is able in the democratic process of the IT Carlow Students' Union;
- Take part in any of the activities offered which interest you;
- Use the commercial and advisory services as required;
- Abide by the Students' Union Constitution and Equal Opportunities Policy;
- Help to enhance the profile of the Union within the wider community;
- Treat all the services the Union provides with respect;
- Support the functions of the Union which subsidises the other services and facilities on offer;
- Attend the AGM to input their views into the running of the Union.

19.2 IT Carlow Students' Union Commercial Facilities

The Institute aims to offer students:

- A wide range of commercial facilities including catering services, bars and retail outlets; entertainments, events and functions throughout the year.

19.3 Class Representatives

The student representation scheme endorsed by the Union and the Institute facilitates

direct student representation at course level, and feedback into the system. The students that become actively involved as Class Representatives, can expect to receive training opportunities from the IT Carlow Students' Union to enable them to fulfil their role.

The Institute aims to offer students:

- Representation at course level by a Class Representative.

The student is expected to:

- Liaise with their Class Representative on issues of feedback, complaint and general Institute and Union concerns.

19.4 Institute Governing Body and Committee Representatives

The Institute and the IT Carlow Students' Union believe that it is essential for students to make a contribution at all levels of decision making. Students are represented on the Governing Body, Academic Council and on appropriate Academic Council Sub-Committees.

The Institute aims to offer students:

- Opportunities and encouragement to participate in the work of Institute Committees;
- Assistance through the Students' Union with the training of those students wishing to serve on Institute Committees;
- Places for Executive Officer representatives on major Institute Boards and committees;
- The opportunity for representatives to give feedback concerning the range of Institute services.

The student is expected to:

- Be aware of the procedures for student representation on Institute College Committees;
- Be aware of the advantages and responsibilities of representation on

those committees;

- Respect confidentiality when appropriate but otherwise communicate issues discussed to the students represented;
- Support and brief those students nominated to such Committees;
- Consider their own potential involvement with such Committees.

20 INSTITUTE ENVIRONMENT

20.1 Estates

The Institute regards the quality of its estates to be a central feature of the student experience.

The Institute aims to offer students:

- A pleasing environment which meets the needs of the Institute community;
- Enhanced learning and teaching facilities;
- Appropriate sports and recreational facilities provided in partnership with The Union of Students.

The student is expected to:

- Adhere to the published guidelines and regulations for use of the facilities and to use them in a safe and responsible manner.

20.2 Security

The Institute endeavours to provide a safe and secure environment for students, staff, visitors and property.

Loss or damage to vehicles and other property is the owner's liability as the Institute cannot guarantee total immunity given the very public nature of its activities.

The Institute aims to offer students:

- Surveillance that monitors Institute buildings;
- A rapid response to security problems.

The student is expected to:

- Carry their current academic year Institute Student Card as identification when on Institute premises;

- Share responsibility for making the Institute a safe place;
- Report anything suspicious or potential dangers;
- Take reasonable care of personal belongings.

21 HEALTH & SAFETY

The Institute is committed to maintaining a safe and secure environment in which learning can take place and will endeavour to take all reasonable steps to provide the student with a safe and healthy environment and recognizes the benefits of complying with all relevant health and safety legislation over and above the strictly obligatory legislation in relation to its employees. The Institute undertakes to take reasonable care to ensure that the student will be safe while on the Institute's premises, provided that the student uses the premises for the purposes for which they are designed and carry out permitted activities only.

The student will be expected to comply with all rules and regulations designated by the Institute to ensure that they do not endanger the health and safety of themselves, fellow students or staff. All accidents must be reported to Institute Management.

IT Carlow has a Health and Safety Advisory Committee (including representation from the Students' Union) and a Health and Safety policy, and a Fire Safety policy.

The Institute aims to offer students:

- A student safety handbook;
- A safety code of practice for their department and specific instructions for workshops laboratories and studios;
- Adequate resources to maintain institute property and the fabric of the buildings in a safe condition;
- The provision for regular cleaning of all areas;
-

- Suitable and sufficient risk assessments of all significant hazards;
- A proper response to all reported incidents/comments.

The student is expected to:

- Read the student safety regulations carefully;
- Adhere to the content and the spirit of the handbooks and departmental codes of practice;
- Eat, drink and smoke only in the specified areas;
- Help maintain standards of health and safety in the interests of all students, staff and visitors to the Institute;
- Act responsibly towards staff, other students, visitors to the Institute and members of the local community, and to respect Institute property;
- Comply with the Institute policy on Health and Safety;
- Comply with the Institute policy on Fire Safety;
- Report matters of Health and Safety concern to the member of staff responsible. President of the Students' Union, the Health and Safety Officer;
- Be familiar with the Institute's Fire/Evacuation Policy/Procedures;
- Report defects in plant, equipment, places etc. to the staff responsible;
- Use appliances, protective clothing, convenience, equipment etc. properly.

22 COMPLAINTS AND APPEALS PROCEDURE

What to do in case of complaint?

The Institute operates a Student Complaints and Appeals Procedure which is both straightforward and accessible. Copies of this Procedure are available from the Registrar, Head of School, Head of Department, Head of Function, Student Services or the Students' Union upon request. The Procedure is also on the Institute's web pages.

Despite the Institute's best efforts, students and other users of its services may, from time to time, encounter problems with the services provided. The Complaints and Appeals Procedure can be used to make a complaint about standards of service provided by the Institute or its staff, or failure of the Institute or its staff to provide a service, or action or lack of action by the Institute or its staff.

The Complaints and Appeals Procedure is not appropriate if there is already a set procedure available. For example, the student should follow the Assessment Review Procedure if they have a complaint about how their grades were awarded.

Where a specific procedure is relevant, this takes precedence over the Complaints Procedure.

The Institute aims to offer to students:

- Published Complaints and Disciplinary Procedures, available for consultation in the Institute Libraries and Web pages;
- The provision of advice and assistance if the student believes they have cause for complaint;
- Access to an informal and formal complaints procedure;
- Informal and formal advice and assistance as required, if the student has cause for complaint;
- To be kept informed about the progress of any formal complaint that the student makes;
- To have a complaint dealt with confidentially and without fear of recrimination;
- To treat their complaint fairly within the context of the published Procedures;
- Guidance on how to move from an informal to a formal complaint.

The student is expected to:

- Familiarize themselves with the Complaints and Disciplinary Procedures;
- Use the informal complaints process whenever possible;
- Make formal complaints in writing according to the agreed procedure.