

LIFFEY COLLEGE



LIFFEY COLLEGE

STUDENT HANDBOOK

'A foundation for life-long success'

'A foundation for life-long success'

Revision No.	Date of Revision	Reviewed by	Next Review Due
1.06	November 2014	HA	November 2015

Contents

INTRODUCTION.....	7
VISION.....	7
MISSION STATEMENT.....	7
EQUALITY STATEMENT.....	7
POLICY.....	8
WELCOME NOTE.....	9
CODE OF CONDUCT.....	10
Integrity.....	10
Respect.....	10
Concern & Inclusiveness.....	10
Honesty.....	10
Diversity and Civility.....	10
INTERNATIONAL STUDENTS.....	11
About Ireland.....	11
About Dublin.....	11
Getting Around.....	11
Living in Dublin.....	11
Medical Care and Insurance.....	12
Immigration.....	12
Employment for Non-EU Students.....	12
SERVICES PROVIDED BY LIFFEY COLLEGE.....	13
Airport Pick-up.....	13
Accommodation.....	13
First Day Orientation.....	13

Student Counselling.....	13
Reasonable Accommodation	13
Student Career Service	14
Further Study Assistance.....	14
Study Tours.....	15
Health Insurance.....	15
Student's Identification Card (under process)	15
CAMPUS FACILITIES.....	16
Library.....	16
Sports and Leisure.....	16
Student Recreational Area.....	16
Free Internet Access.....	16
Well-Equipped Classrooms	17
Learning Resources	17
COLLEGE POLICIES & PROCEDURES.....	17
Admissions/Enrolment Procedures.....	17
Admissions/Enrolment Policy.....	18
Equality of Opportunities.....	18
First Come First Serve Basis.....	18
Guidance	18
Entry/Course Requirements.....	18
Documentation.....	18
International Students.....	19
Course Fees/Charges Policy.....	19
Fees Refund Policy.....	19
Change of Course Policy	20

International Students.....	20
Local Students.....	20
Complaints Policy.....	20
Equal Opportunities/Non-Discrimination Policy.....	21
Copyright Policy.....	21
Computer Use Policy.....	21
Personal Device Use Policy.....	23
Food and Drink Policy.....	23
No Smoking Policy.....	23
Parking Policy.....	23
Drug and Alcohol Policy.....	23
Health Policy.....	23
Policy Statement on Bullying/Harassment.....	24
Visitor Policy.....	24
Litter Policy.....	25
Privacy Rights Policy.....	25
Change of Details Policy.....	25
Noise Ordinance.....	25
Pet Policy.....	25
Children on Campus Policy.....	26
Classroom Policy.....	26
Campus Posting Policy.....	26
Class Representatives Policy.....	27
EDUCATION POLICY AND PROCEDURES.....	27
Attendance Policy.....	27
Punctuality Policy.....	28

Dismissal Policy.....	28
Appeal of Dismissals and Readmission Policy.....	29
Dismissals Hearings Policy	29
Grievance Policy	29
Examinations Policy	30
Assessment Policy.....	31
Assessment Malpractice.....	31
Procedure for dealing with assessment malpractice	31
Penalties for breaches of assessment regulations.....	32
Penalties.....	32
Academic Warnings.....	32
Appeals Procedure.....	33
CAMPUS SAFETY & SECURITY.....	33
Armed Threat.....	33
Violent Behaviour	33
Emergency Response Numbers.....	33
Accidents and Medical Emergencies	34
Fire	34
Medical Emergency	34
STUDENT/LEARNER RESPONSIBILITIES.....	34
(i) Fellow learners	34
(ii) Staff.....	34
(iii) College	35
(iv) Community.....	35
(v) Health and safety	35
CHANGE OF REGISTRATION DETAILS	35



LIFFEY COLLEGE

'A foundation for life-long success'

'A foundation for life-long success'

INTRODUCTION

Our campus is situated at 1-4 Swift's Alley, Francis Street, in Dublin 8, close to all amenities. Several historical and cultural sites of interest to students (such as the Guinness Brewery, Christchurch, and Temple Bar) are found within the immediate vicinity. Some of the best leisure spots in Dublin including a wide range of shopping areas, cinemas, theatres, sports complexes, restaurants, bars, cafes, and night-clubs are found within walking distance. As such, the city centre area of Dublin is an exciting place to live with the benefits of affordable accommodation and challenging job prospects.

Liffey College has a strong foundation set up for life-long success. Liffey College proudly offers you highly qualified staff with substantial academic and cultural experience. We emphasise the importance of individual attention and support in achieving your academic and career goals. Our courses, facilities and services are designed to include all aspects of education and development. We offer affordable course fees and provide flexible enrolments throughout the year that suit the needs of all our students. Our aim at Liffey College is a challenge to you through hard work and quality assistance to achieve life-long wisdom and knowledge.

VISION

Liffey College will be distinguished as an educational institution through excellence that provides developmentally appropriate and supportive opportunities, challenging our students to become **Responsible, Resourceful and Reflective** and fulfil the college mission to lead productive and fulfilling lives.

MISSION STATEMENT

Liffey College has a commitment to excellence in contributing to the vitality of communities through integrity, leadership and service. Our college enhances student learning and personal development by creating conditions that motivate and inspire students to devote time and energy to educationally-purposeful activities both inside and outside the classroom.

Liffey College also builds the strength of the economy through professional and innovative education programmes and services which equip people for successful living, life-long learning, and work in a global knowledge-based economy.

EQUALITY STATEMENT

Liffey College is fully committed to providing a harmonious working and learning environment in which employee and students are able to maximise their full potential and to contribute to the success of the college, irrespective of gender, race, disability, sexual orientation, religious belief, marital status, or membership of the travelling community.

POLICY

- Liffey College is committed to equality of opportunity in all its employment practices, policies and procedures.
- It will ensure that no job applicant or employee will receive less favourable treatment due to gender, marital status, age, sexual orientation, religious belief, disability, race, membership of the travelling community, in terms of recruitment, pay and conditions of work, training and work experience and opportunities for career promotion.
- All employees will be selected, promoted and treated on the basis of their abilities and merits only and according to the job. All employees will have equal opportunities to show ability and to progress within Liffey College.



LIFFEY COLLEGE

'A foundation for life-long success'

'A foundation for life-long success'

WELCOME NOTE

Dear Students,

This student handbook is a guide to students' rights, responsibilities and resources at Liffey College. We hope that this handbook helps you learn about the services and facilities as well as understand the policies of Liffey College. Additional information about academic programs and requirements can be found in the Liffey College handbook.

Liffey College has a well-respected tradition of closeness and mutual support built upon a true community of learners. Irrespective of our diversity and many differences in outlook and beliefs, we at Liffey College care about and take care of each other.

This student handbook contains important information including policies about student behaviour. Please read it carefully and keep it for future reference. We expect all students to maintain the standards of personal conduct that are in harmony with the educational goals of the institution and to conduct themselves in a manner that reflects positively on the college.

We encourage you to read this student handbook and to use the many resources available at Liffey College. The policies contained in this student handbook are provided to give you a general understanding of your rights and responsibilities, and the behaviour that Liffey College expects of you. The College reserves the right to change or revise these policies without notice.

If you have any questions about the contents of this handbook or suggestions on how to improve it, please let us know.

Welcome to Liffey College! Please enjoy your time with us as you seek to not only excel in your studies but also to find and achieve your personal dream.

With very best regards for a rewarding academic year,

Liffey College
Principal / Centre Director

'A foundation for life-long success'

CODE OF CONDUCT

Liffey College prides itself in the promotion of good behaviour consistent with academic and personal excellence.

All Liffey College students are expected to espouse the qualities of Integrity, Respect, Concern & Inclusiveness, Honesty, Diversity and Civility.

Students must at all times comply with the Code of Conduct and are expected to exhibit such qualities not only within boundaries of the college but also outside in the whole community. Any violation of the Code of Conduct will be recorded in students' personal files.

Integrity

Students should possess both personal and academic integrity by showing honesty and taking responsibility for their behaviour at the college.

Respect

All students are expected to maintain appropriate community standards by respecting classmates irrespective of their ethnic background, gender, or race. Staff members are to be treated with courtesy and dignity at all times.

Concern & Inclusiveness

Promoting courtesy not only within the college but also throughout the whole community shows concern for a better world. Students are expected to cooperate and support each other in their study and learning. Students should aim to help each other to overcome injustice and prejudice. Learning to communicate with each other irrespective of race, ethnic origin, gender, or culture, shows that one has concern for the common good.

Honesty

Dishonest behaviour will not be tolerated at the Liffey College. Students caught engaging in or encouraging cheating and plagiarism will be subject to sanctions. Lying or providing false information at any time will not be tolerated.

Diversity and Civility

Students are expected to respect and appreciate the differences in race, culture, ethnicity and physical abilities in other students. Each student on the campus should value the uniqueness of every individual and promote good examples and image of the learning environment for others to follow.

INTERNATIONAL STUDENTS

About Ireland

Ireland is well-known for the beauty of its magnificent nature and scenery. The Irish spectacular coastline covers a length of 1,448 km with the Atlantic Ocean on the west and the Irish Sea on to east. Colonised from around 6000BC, the remote island has an interesting history and heritage waiting to be discovered. Ireland is also rich in culture developed over many centuries. Cities steeped in history are lively with pubs and music and create wild and joyful atmosphere.

For more information please log on to www.discoverireland.com

About Dublin

The city of Dublin located on the eastern coast of Ireland. Dublin is one of Europe's most fascinating cities. It is also the capital of Ireland with a population of over 1.6 million. The river Liffey runs through the city before joining the Irish Sea.

The city blooms with energy thanks to its fascinating history, multicultural restaurants, elegant boutiques, lively pubs, art galleries and museums, urban parks, and fine architecture.

With the various facilities Dublin City has to offer, large numbers of immigrants from a wide range of different countries arrive in Dublin to study and seek job opportunities.

Further information is available from www.dublin.ie

Getting Around

Getting to Liffey College from anywhere in Dublin is quick and easy. Dublin city is very compact and has the advantage of having most sights of interest within walking distance. Public transport services are good which include bus, Dart (suburban rail), Luas (tram) and taxi. Students are entitled to discounted travel when travelling by bus, train, Dart and Luas. Tickets can be purchased from every station and from some newsagents.

For information about getting around Dublin city by bus please visit www.dublinbus.ie. Brochures and bus time schedules are also available from the Dublin Bus Information Office at 59 Upper O'Connell Street in the city centre.

For other information concerning Dart and Luas please log onto www.irishrail.ie and www.luas.ie respectively.

Living in Dublin

Dublin is a relatively expensive city though living costs depend on the needs of individual students. The average yearly expenditure of a student may range from €7,000 to €12,000 including accommodation, food, household, travel, social life and other miscellaneous costs.

Different types of accommodation are available to choose from such as host family, self-catering and sharing. Accommodation within the vicinity of the college may be of an advantage to students cutting down on travelling expenses. However, accommodation located closer to the city centre tends to be more expensive. Students are advised to consult Liffey College's accommodation advisor who will provide assistance about choosing an accommodation that is best suited for them.

Please visit the following websites for more information regarding living expenses in Ireland:
www.educationireland.ie
www.icosirl.ie/eng/student_information

Medical Care and Insurance

It is important for students to be covered by a health insurance policy to insure that at least part of medical expenses for illness and injury are paid as medical costs in Ireland are quite high. A personal medical insurance policy is also a requirement for being granted a student visa for students from visa required countries. Liffey College assists students obtain health insurance cover for any medical health expenses during their stay in Ireland. Please refer to Health Insurance in the services section below for further details.

Students' eligibility for public health services in Ireland depends on their nationality, period of stay in Ireland and financial situation.

Regarding hospital treatment, Non-EU/Non EEA students benefit from public patient services provided that the course undertaken is a minimum of one year full-time study. EU students should have a European Health Insurance Card (EHIC) in their possession to be eligible for medical services in Ireland.

Please refer to the following links for further information about medical care and insurance in Ireland.

<http://www.hse.ie>

<http://www.ehic.ie/>

http://icosirl.ie/eng/student_information/health_insurance

<http://www.studentsabroad.com/ireland/insurance.asp>

Immigration

Citizens of certain countries do not require a visa to enter Ireland though it is only a permission to seek admission to the State. Immigrants from these countries should therefore apply to the Garda National Immigration Bureau (GNIB) within the valid period dates stated on their entry visas (issued at the airport) for permission to be able to stay and study in Ireland. Please note that the Immigration Officer at the port of entry has the right to refuse entry even if the person bears a visa.

Citizens of visa-required countries need to apply for an Irish visa prior to travelling to Ireland.

Please log on to <http://foreignaffairs.gov.ie/home/index.aspx?id=8605> for more precise and updated information concerning the official visa requirements for Ireland.

Employment for Non-EU Students

Non-EU students are allowed to work in Ireland but are subject to certain restrictions as described below:

An entry visa must be obtained prior to arrival or on arrival to Ireland as required.

Students should request a visa extension from the Garda National Immigration Bureau (GNIB)

when entry has been granted.

Students who are allowed to work are granted a stamp 2 visa while those denied employment are granted a stamp 2A visa.

Students are entitled to work 20 hours per week during term period and up to 40 hours per week during holidays.

Students requiring further information regarding full time employment please contact the Department of Enterprise, Trade and Employment or log on to <http://www.entemp.ie/labour/workpermits/>

SERVICES PROVIDED BY LIFFEY COLLEGE

Airport Pick-up

Liffey College can arrange a pick-up service for international students arriving in Dublin. This service carries a charge depending on the accommodation address of the student.

Accommodation

Liffey College can help students to obtain temporary accommodation on arrival. Students then can have sufficient time to arrange for a permanent one. Accommodation rates vary depending on students' personal choice. Students having any queries about accommodation should contact the college.

Further information regarding accommodation is normally advertised on the college's notice board, in newspapers, or on a range of different websites.

First Day Orientation

An orientation session is held for all students attending the college for the first time and at the start of each term to introduce the college, courses and any new updates. This session also presents an opportunity for students to meet each other, the tutors, and administration staff. These orientation sessions allow the students to express their opinions and ask questions about the college, helping us to improve our services and facilities.

Student Counselling

The college offers free confidential and comprehensive counselling service for students facing any difficulty regarding personal development, relationships, career or any other problems. Any student requiring counselling support can contact the administration that will refer you to a counselling staff member.

Reasonable Accommodation

In keeping with the student centred ethos of the Liffey College, the College will endeavour to support and facilitate any student with a disability or specific learning difficulty, in an individualised and effective manner. In order to provide effective and appropriate supports, it is necessary that students disclose the nature of their disability/difficulty and discuss appropriate supports with a member of the College team at the time of application. Such disclosures and

discussions will be dealt with in a sensitive manner, unique to each circumstance.

Reasonable accommodation is the term used for adaptation of assessment as needed. It caters for the needs of learners whose personal situation means that the assessment would otherwise be unfair. These learners include those covered by equality legislation and those with a disability.

Students may be required to produce written confirmation from a medical practitioner of any medical condition or disability requiring additional supports, and in the case of a specific learning difficulty a psychologist's report not more than two years old will be required.

Learners requiring special adaptations/arrangements are identified during registration and induction. Assessment adaptations are agreed and implemented to meet learner needs. It facilitates their demonstration of achieving the standards being assessed. Adaptations include:

Modified presentation of assignment/ examination.

- Enlargements
- Scribes/ readers
- Use of sign language
- Practical assistants
- Rest periods
- Adaptive equipment/software
- Extra time (maximum of 30 minutes)
- Spelling and grammar waiver for assessments

*Please note that these accommodations are provided to individual students to support and facilitate their successful participation on their course. The College remains cognisant of providing a fair and equitable service to all students; therefore these accommodations will not be available to any student without professional, written confirmation of disability/learning difficulty.

Student Career Service

Career guidance provides assistance for students in making the right career choices and in choosing the most appropriate courses to study. Liffey College's advisors provide help with choice of careers and types of jobs, job search, compiling CVs, cover letters, presentations and interview techniques. An appointment can be made from the administration office to arrange a meeting with an advisor.

Liffey College also liaises with many recruitment agencies to provide students with knowledge of the marketplace and help them position themselves based on skills they possess. Students are also advised to check the notice board regularly for any job vacancy that is normally advertised as well as keep an updated CV.

Further Study Assistance

Dated handouts with assignments and lesson plans for each class can be provided to students who have missed out on any lesson.

Lesson plans may be reviewed after class with students having any excused absence. Study skills

sessions/tutorials are held free of cost to discuss effective learning and exams strategies. Study skills include reading and writing techniques, data assimilation, time management, communicating, problem-solving, and working cooperatively.

Study Tours

Liffey College promotes experiential learning through group study tours off the campus that enable our students to explore Ireland's attractive sites and learn about the Irish Culture. Study tours are also travel adventures through which students get a chance to interact with each other and make friends.

Health Insurance

Liffey College recommends that all students are covered by a health insurance policy preferably before coming to Ireland but insurance cover can also be arranged on arrival for those who are not covered. The College helps students by making arrangements for health insurance at one of the lowest rates available.

Please note that a private medical insurance is a prerequisite for a student visa to be granted.

Please contact the reception for terms and conditions of health cover policies and any other information regarding this matter.

Student's Identification Card (under process)

Upon registration, Liffey College students are required to obtain an ID card that is needed for identification and to have access to the library and computer lab.

Students, on first registration, are issued new ID cards free of cost. Replacement of a damaged or lost card is subject to a charge. For acquisition of ID cards, students need to provide 2 passport size photos signed at the back.

The College reserves the right to ask for presentation of ID cards at any time. Students are therefore advised to keep their ID cards on them when attending the College or they can be asked to leave the campus premises.

Students misusing or altering their cards will face firm sanctions by the College. All ID cards are the property of Liffey College and students leaving the College must return their ID cards.

'A foundation for life-long success'

CAMPUS FACILITIES

Library

A good range of magazines, books, newspapers and journals can be found at the library. Liffey College library is also subject to particular rules and charges as follows.

Reference material is strictly Liffey College's property and may not be removed from the Library at any time.

Students must produce their respective College ID (if applicable) to borrow any material from the library. It is solely the responsibility of each student to return borrowed material on or before the last date shown on the item. Fines are charged on overdue items.

Any damage to or loss of material will also be charged to the borrower. Liffey College reserves the right to suspend the borrowing rights of students having unpaid fines and/or take other sanctions against such students as deemed necessary by the college's Board of Discipline.

Talking, eating, drinking, smoking and other unsocial behaviour is strictly forbidden in the library.

Sports and Leisure

Sports and Leisure facilities can be offered through coordination with a number of health and fitness clubs, student volunteer groups, and other interests. This option depends upon the number of students willing to participate in these activities for the college to initiate the offer.

Students interested in using the sports and leisure facilities need to fill out request forms available from the reception. Please note that sufficient time should be allowed for the College to make the necessary arrangements.

Student Recreational Area

Liffey College's recreational area involves a canteen/kitchen and chill-out room. This place is provided for students to have their meal and relax during class break or leisure time.

The area must be kept clean and tidy at all times. Students should clean up after meals and use provided bins provided to dispose of litter.

No smoking is allowed in the area.

Students are requested to keep voices down and show respect and cooperation with ongoing classes nearby. All students are expected to return to their respective classes after break time without delay.

Free Internet Access

The computer laboratory labs consist of modern computers equipped with dual-core processors and the latest Microsoft Office applications.

This facility allows access to the internet via Liffey College computer network. All students can avail of free internet access to facilitate research and project work. Students are expected to use the computer and internet facilities responsibly. Please refer to the Computer Use Policy for more

detailed information.

Well-Equipped Classrooms

Classrooms are modern and well-maintained featuring outside windows. All classrooms are networked and equipped with whiteboards, overhead projectors and individual seating ensuring modern teaching practices while considering students' comfort and ease.

Learning Resources

Students will have a wide range of learning resources available. However, the principal resource will be the academic literature to be found in textbooks and academic journals. Additional resources will be lecture notes and other notes and hand-outs posted on Moodle, and including in-class discussions, debates, teams and group exercises and presentations. You are advised to check Moodle and the college web site regularly for updates. Changes may be made without notice.

COLLEGE POLICIES & PROCEDURES

College policies are not merely a matter of the college meeting its basic legal requirements but are also designed to promote the harmony and growth of the whole community. The following policies apply to all applicants of Liffey College.

Admissions/Enrolment Procedures

An application form must be filled out.

All necessary documentations outlined below should be attached to the completed application form.

Application is assessed by admission personnel.

Offer letter is issued to the student as guarantee for eligibility of admission.

Fees may be lodged into Liffey College's bank account through international banks worldwide. Please note that the student reference number (on the offer letter) is listed in the Bank Transfer description field when doing the money transfer.

Upon receipt of full course fees, a receipt with an Acceptance Letter is forwarded to the student.

International students requiring Irish visas may then proceed to apply for a student visa at the Irish Embassy/Consulate in the country of origin or closest neighbouring country where there is no Irish Embassy/Consulate.

Please visit the Department of Foreign Affairs website at <http://www.foreignaffairs.gov.ie> for more detailed information concerning students from visa-required countries.

Admissions/Enrolment Policy

Admissions forms must be filled out and all relevant documentation must be provided as per instructions on the application form. Any incomplete application form will delay the admission process.

No student is permitted to attend class until all enrolment procedures have been fully completed.

For more information regarding admission procedure and enrolment please visit Liffey College website at www.liffeycollege.ie or contact the Admissions Department on +353 (0)1 444 444 7

Equality of Opportunities

The College is committed to a policy of equality of opportunities. All applicants have equal opportunities to admission irrespective of age, race, ethnic group, culture, nationality, disability, etc.

First Come First Serve Basis

All admissions to Liffey College are subject to the availability of seats on a first-come-first-serve basis.

Guidance

Full assistance and guidance are provided to help applicants choose the right course that best matches their aspirations and potential to attain their highest level of success. Prior to admission, students may be interviewed to rate their suitability for the chosen course.

Entry/Course Requirements

All students applying for a particular course should comply with the entry requirements as set out in the course description.

Data Protection

The College ensures that all information provided by applicants during the process of admission and after is kept confidential.

Documentation

An applicant's formal identification such as birth certificate or passport is required for admission. Previous academic results and the student's curriculum vitae (CV) are also required. References from previous educational institution are needed when transferring from another college. When transferring from another college, applicants must provide a certificate of attendance (percentage) from the previous college.

Certificates of an English Language Qualification such as TEFL, IELTS or Cambridge course must

be produced by students for whom English is not the first language.

Declaration of Prior Convictions

Liffey College has the right to reject the application of any applicant who may pose a danger to the college. All applicants are asked to declare any prior criminal offences. In such cases, full risk assessment will be carried out before giving any approval.

College Admission Rights

Liffey College reserves the right to refuse admission to any student without giving any reason. Unsuccessful applicants may re-apply for admission in the following academic term.

International Students

All overseas students are required to pay the full course fee before the start of the course or make arrangements for instalments (if applied) in accordance with the College Fee Policy.

Course Fees/Charges Policy

Full updated details of charges and fees are available from the admissions office.

Fees payment may be accepted in instalments only in special circumstances that can be discussed with the admission officer or by contacting the accounts department.

All course fees should be paid before the start of the course. Failure to observe financial obligations of the college may result in places being forfeited. Any student owing an outstanding balance regarding instalments will not be permitted to attend scheduled classes.

A delayed payment fee which is non-refundable will be applied for any payments received after the due date.

Fees Refund Policy

Registration fees are strictly non-refundable.

Course fees or instalments are not refundable except on the following condition:

If any international student is refused entry visa or student visa in Ireland excluding the registration fee.

The part time course fee paid is strictly NOT REFUNDABLE except in the circumstances where by courses are cancelled by Liffey College.

Please note that terms and conditions apply for all of the above-mentioned situations.

Additional fees may be incurred by students during the course of their studies such as examination, registration fees, books, health insurance, handouts, certifications, accommodation,

pickup, etc. These additional fees are strictly non-refundable.

Change of Course Policy

This depends on the course, its level and the nationality of the student. For more information, please contact your Course Director.

International Students

Overseas students are not permitted to change the course for which they have applied and paid for.

Please note that terms and conditions apply.

Local Students

Students not requiring a visa may change or drop a course by completing a course change form available at the administration desk. No changes can be processed by phone, or email. All course changes are subject to certain terms and conditions as assessed by the management.

Complaints Policy

Liffey College is committed to providing a high quality service to all its staff and students. The college is also committed to promoting an atmosphere of trust and respect amongst students, staff, and the wider community.

Liffey College aims to:

To respond positively to complaints and implement appropriate corrective action where necessary.

Deal with all complaints in such a way that they are resolved in a timely, fair, and consistent manner.

Deal with complaints confidentially to avoid disruption of mediation between a complainant and the person against whom the complaint has been filed.

Improve and upgrade the quality of service by correcting mistakes to prevent recurrence of the same.

Ensure that any complainant is not put to any kind of risk or disadvantage.

Complainants are expected to:

Report to the College within 4 weeks of the incident occurring.

Raise concerns as clearly as possible.

Allow ample time for action to be taken to resolve the matter.

Recognise and accept that certain factors may interfere with the college's ability to resolve

matters.

Be aware that certain complaints are not possible to be dealt confidentially due to action proceedings.

All staff members of Liffey College are responsible for taking action against a complaint. However in case matters are not resolved satisfactorily then a formal complaint can be submitted to the administrator. Actions will be taken as fairly and sensitively as possible.

Equal Opportunities/Non-Discrimination Policy

Liffey College has a policy of non-discrimination in all its operations. The College works to promote diversity and equality in all activities. The college aims to treat all students irrespective of ethnic background, race, nationality, culture, religion, etc., equally.

Every student is expected to promote dignity and show respect for other class-members and staff.

Liffey College undertakes to review and monitor the Equality Statement annually to retain consistency and fairness. Any staff or student found guilty of breaching this policy will face disciplinary proceedings.

Copyright Policy

Students of Liffey College are expected to adhere to the provisions of the copyright law of Ireland and the European Union. Students who wish to perform works protected by copyright are required to follow the Copyright Policy guidelines. Certain materials of Liffey College are subject to copyright. Students may not attempt to reproduce these without notifying the college or distribute copies of such materials for sale or rent.

Computer Use Policy

All students are assigned a unique user name and password to authorise them to log-in on any computer at students' disposal. It is the responsibility of students to keep the username and password confidential and make use of this facility in a safe and effective manner. Students are required read, and sign an Acceptable Use Policy Form that outlines the conditions of use before having access to this facility.

Please note that email communications sent through the Liffey College system may not be confidential. The College reserves the right to verify any information stored on campus computers including personal file directories at any time without notice. Students can only access chat rooms, conferences, discussion forums and other electronic communications approved by the college.

Campus computers are not for unethical use such as pornography, plagiarism, gambling and any other obscene or defamatory action prohibited by law. Students can only use the internet for educational purposes. Extreme care should be taken when using information from the internet and students should acknowledge the source of all copied or quoted work to prevent plagiarism. Use of campus computers for business purposes is not allowed.

Users may not indulge in any activities that may interfere with the performance of the computer system. Extra caution is required when downloading files from the internet.

The student holding a particular username and password will be held responsible for any action or unauthorised use of that username and password by other individuals. It is important that the user logs out before leaving a computer unattended.

Students are responsible for the security of any confidential information to which they may have access.

Food and drink is not allowed in the computer labs under any conditions.

Students are expected to abide by all user rules and regulations when using the computer labs.

Violation of this policy conditions can result in imposed sanctions including written warnings, revocation of computer use privileges and also dismissal. In extreme cases, illegal activity will be reported to appropriate authorities.



LIFFEY COLLEGE

'A foundation for life-long success'

'A foundation for life-long success'

Personal Device Use Policy

The use of personal technology such as mobile phones for communication during class is considered a violation of the College's Acceptable Use Policy. Use of mobile phone camera for taking images on the College premises is expressly forbidden.

Food and Drink Policy

Eating and drinking is not allowed anywhere in the college except the canteen area. Only bottled water may be taken into classrooms. Food and drink is strictly forbidden in the library and computer labs.

No Smoking Policy

To promote healthy and safe well-being of all Liffey College's staff and students and maintain a clean environment, no smoking is allowed inside the College.

Parking Policy

Liffey College does not have any on-campus parking facility. Off-road and street side parking subject to traffic and parking regulations is available at user's risk. The College is neither responsible for students parking without permit in the vicinity of the College nor for any sanctions taken against them. Students violating any parking regulations will be fined. Vehicles can also be clamped or towed away by local traffic authorities.

Drug and Alcohol Policy

Alcohol, illicit drugs and prescribed drugs for purposes other than as prescribed by a physician are not allowed on the college premises.

Students found in an intoxicated state from drugs or alcohol will be sent home from the college and will face severe penalties.

Students found in possession of or selling illegal drugs or alcohol will be expelled from the college.

Health Policy

Liffey College expects all students to follow good practices of health in order to prevent the spread of communicable diseases. Hand wash is available in all toilets around the campus. Students are advised to wash their hands regularly and especially after using toilets to reduce the risk of infection and disease.

Good health practices also include covering the mouth with handkerchief or tissue when coughing and sneezing.

Students should absent themselves from classes in case of sickness where others may become infected.

Policy Statement on Bullying/Harassment

1. Introduction

The College is committed to creating and sustaining a positive and mutually-supportive working environment where both staff and students are equally valued and respected.

We acknowledge the following basic rights for all members and prospective members of our community:

- to be treated with respect and dignity
- to be treated fairly
- to receive encouragement to reach their full potential

We are fully committed to maintaining a positive and diverse working environment for individuals in whom people can work productively together, where dignity and respect at work are paramount, equality is promoted, and in which all feel valued and respected.

2. Policy

It is Liffey College's policy that bullying or harassment of its staff and students is unacceptable behaviour. The College's intention is to promote a working environment and culture free from bullying, discrimination, harassment and victimisation, and it will take necessary steps to protect staff and students from such behaviour under the following acts; Employment Equality Acts 1998 – 2008, Equal Status Act 2000, Disability Discrimination Act 2005, Industrial Relations Act 1990, Health and Safety Act 2005 and the Code of Practice on Sexual Harassment and Harassment.

If a student feels that they are being subjected to harassment, the college should be notified immediately. Complaints of harassment can be reported either informally or formally. The College assures students that all harassment allegations will be dealt in full confidence and strongly advises victims of harassment not to hesitate to file complaints.

Any type of harassment whether verbal, physical, mental, sexual, or discriminative is considered a serious offence and will not be tolerated by the college and serious action will be taken to eradicate such kind of offensive conduct from the college community.

Abuse of power in any form is not tolerated at Liffey College. The College is committed to provide a safe environment both physical and emotional for students to develop and achieve their full potential.

Any act of bullying causing distress to students including threats, hitting, insults, taunts, intimidation is regarded as a serious offence and will be dealt with severely.

Any student responsible for harassment (including bullying) may face receiving a written warning, suspension, or even expulsion. Any student responsible for harassment may also face legal proceedings as a result of their actions.

Visitor Policy

College students will need to sign-in at the fingerprint scanner prior to attending classes. Outside the hours of lecture, all students wishing to use the college resources need to seek permission

from the reception by presenting their student ID card.

All visitors entering Liffey College must stop at the reception before being permitted to proceed further into the building.

Students are not allowed to bring any guest at any time on the college premises without informing the college. Those responsible of violating the Visitor Policy will face disciplinary procedures.

Litter Policy

Liffey College is committed to promote a greener environment by complying with the legislative requirements of waste disposal. Bins are available in every classroom and at various points throughout the College. All waste should be disposed of in a responsible and legal way. The College will not tolerate litter on the College premises.

Students are requested to use the different types of bins available for different wastes as an attempt to facilitate the recycling process.

Privacy Rights Policy

Liffey College is bound by law to preserve the privacy rights of students. It is the policy of the College to maintain the personal information and educational records of each student in a secure manner. Students' information can only be accessed by designated staff members.

However, the college is compelled to provide students' personal information to any official or governing body authorised by law.

Change of Details Policy

Students' records are updated annually by allowing students to have access to the unrestricted records for any amendments.

However, any change of details at any time such as change of address or application details should be amended as soon as possible by notifying the College in writing to avoid mistakes.

Noise Ordinance

Excessive noise that disturbs and interrupts classes is strictly forbidden at all times.

Use of musical instruments and other electrical devices are not allowed in the College.

Students should respect others rights and keep all kinds of noise as low as possible to avoid disturbing not only classes but also other adjacent areas.

Pet Policy

Safety of students is of significant importance to the College. Pets are not allowed anywhere in the college as they may represent a threat to propagating contagious diseases and allergies.

Students violating this policy will be responsible for any injuries caused to others and financially responsible for any damage to the College.

Children on Campus Policy

Liffey College recognises that every individual is entitled to the same academic opportunities regardless of the responsibilities of certain students to their children.

Unfortunately, the College cannot be responsible for any mishap regarding children's safety and actions on campus. Children are not authorised on campus at any time beyond the reception and waiting area.

Please note that even in the waiting area and reception, there may be a number of hazards to young children (electrical wiring being an example). Parents are advised to take extra care and be cautious at all times.

Classroom Policy

Both tutors and students are expected to behave in ways that promote an effective learning environment in the classroom

Students are expected to maintain a positive and pro-active approach to their classes.

All students should arrive in class on time to avoid any disruption after the lecture has begun. Students, without a valid reason for being late, who arrive after the class starts will be marked as absent.

Students must always show respect to other classmates and the tutor. Constantly talking or whispering to each other or asking for permission to leave and re-enter the class repeatedly will not be tolerated. Students with medical reasons who need regular bathroom breaks are requested to be seated nearest to the exit for minimal disturbance.

All students are expected to be attentive throughout lectures. Electronic devices including iPods, mobile phones and pagers should be either switched off or set to the silent mode to avoid distraction. Text messages even in silent mode are strictly forbidden.

Food and drink is not allowed in classrooms with the exception of bottled water. Eating and drinking is forbidden inside classrooms during lectures and also during break time. The canteen area should only be used for this purpose.

All classrooms are provided with bins. Students are expected to make proper use of the bins to dispose of litter in a responsible manner.

Personal belongings should not be left unattended as the college will not be responsible for damaged or lost property under any circumstances.

Campus Posting Policy

Student notice boards are provided by the College to give students freedom of expression and the opportunity to post any information that may be of concern and interest to them.

Notices to be posted should be of a reasonable size to allow equal opportunities to others. All notices to be posted should be handed over at the reception for evaluation to decide whether the notices are appropriate and of benefit to others.

All notices to be posted must comply with the non-discrimination policy and must not have any

content that may promote violence or abuse.

Students are not allowed to post any kind of notices on their own. Students posting notices personally will be responsible for violation of this policy and may be charged for the cost of any clean up and damage caused to the building.

Notices are checked on a regular basis and those that are not related to students' progress will be removed.

Class Representatives Policy

Class representatives serve as a means of communication between students and the administration. They are elected during the first 2 weeks of each semester.

By electing class representatives, the College aims at improving teaching conditions, strategies and resources in the best interests of students.

The key role of class representatives is to be concerned about the quality of teaching and students learning conditions. Class representatives are required to attend staff-student liaison meetings that are held regularly to discuss procedures to resolve problematic issues faced by students.

EDUCATION POLICY AND PROCEDURES

Attendance Policy

Regular attendance and punctuality is an integral and crucial part of the learning process. Students are expected to attend classes regularly so that they can complete their programme of study successfully. The Garda National Immigration Bureau (GNIB) requires written proof of attendance of 80% (or better) from the college for students who wish to extend their student visas.

Attendance is recorded by manually and [by biometric system (fingerprinting). Under process]

The college is obliged to produce evidence of any student's attendance record to higher authorities at any time if requested to do so. The college is also obliged to report regular or long-term absences to the GNIB.

It is essential that the college is notified as soon as possible if a student cannot attend classes. Students are expected to supply the college with valid and verifiable documents justifying absences exceeding 3 consecutive days.

Students wishing to go on holidays should notify the college well in advance by filling out the appropriate form available from the administration office.

Grades and progress are not directly affected by any excused absences but it is solely the responsibility of students to make up for all work assigned during absence.

No student is allowed to leave the class early except on providing valid reasons.

Please refer to Examinations Policy for information regarding absence from examinations.

Tutors have the authority to take action against students violating the attendance policy.

Punctuality Policy

The college maintains very strict guidelines for punctuality and attendance issues.

The guidelines below are detailed in the college Student Handbook. College rules and regulations are explained to the students in detail during orientation and regularly during their academic semester and specifically when students are in violation.

Students that are late a couple of times a week are reminded by the teacher of their obligation to themselves and fellow students to be present just before commencement of timetables classes.

If a student is consistently late despite being spoken to, the student is then addressed on the matter by the Director of Studies. If the student has a problem that is causing the student to be habitually late then the college endeavours to assist / help the student to resolve the matter/s, including the opportunity to change classes if possible.

An Incident Report is written up and placed in the student file. The punctuality issue will be monitored for a period of 3 weeks.

If punctuality issues persist despite the second step detailed above then the Academic Director will put the punctuality issue/s in writing and the student will be called to attend a meeting where again the concerned parties will try to address the matter on behalf of the student. The student will be given the warning letter by hand and sign an acknowledgement copy which is placed in the student file.

The student is warned that he/she may be prevented from attending that particular class period if punctuality issues persist and that this would affect attendance.

If the student is still not willing to address this punctuality matter then the college director will issue a final (third) warning that if the student does not attend class on time, then he/she will be subject to disciplinary action that may include expulsion.

If the punctuality issue is not addressed over the next 2 weeks then the student may be expelled from the programme of study.

Lateness / punctuality gauge

Once – All lecturers / teachers are encouraged to mention attendance and punctuality rules and how important these are to Liffey College.

Twice – As above and lecturer / teacher may decide to speak to the student privately to determine if there is a problem that risks becoming habitual or if the student needs help.

Three time and over – the college procedure for handling disciplinary issues becomes active.

Dismissal Policy

Failure to comply with any academic or disciplinary policy conditions may result in student suspension and dismissal.

Liffey College has established a minimum attendance standard. Students who fail to achieve the required standard may not be allowed to pursue their studies. Please refer to Attendance Policy for further information.

A Warning Note is normally issued to any student not fulfilling his rights and obligations adequately. Warnings can be both written and verbal serving as reminders to students for development of both academic and behavioural improvement. Students will only be removed from the warning status if they are found to have improved for the betterment of their own self, the college and the community. Students who show no improvement will bear more serious consequences like suspension or dismissal.

Students are informed in writing prior to dismissal. Notification notes include the date for the appeal of dismissal deadline.

A dismissal status is placed on a dismissed student record as a permanent notation.

Appeal of Dismissals and Readmission Policy

Students who wish to appeal their dismissal can do so based upon certain conditions including health problems and family emergency amongst others.

A dismissed student may rarely be granted permission to resume studies at Liffey College. Any student seeking readmission to the College is required to send a written petition to the manager of the college providing valid reasons for readmission. The petition should enclose important documents including academic performance certificates, references and recommendation letters from suitable persons and other relevant documents as required by the College.

Liffey College has the right to grant or reject readmission requests.

A readmitted student may have to bear and comply with certain additional requirements, limitations and special conditions as stipulated by the College.

Dismissals Hearings Policy

A dismissal hearing can be arranged for students who wish to appeal personally to the college. A written notice is given to students at least one week prior to the dismissal hearing. The notice include the date, time and place where the hearing will be held.

Students' rights to privacy are protected in full confidence by the college although hearing proceedings may be recorded. Witnesses may be presented at the hearing and more than one member of Liffey College's Board of Discipline staff may be present.

Grievance Policy

Academic grievance procedures apply to all students enrolled at Liffey College to allow for consideration of the grievance and the possibility for redress. Only when negotiations fail to resolve a matter or when a problem is not satisfactorily resolved then the last option is that of a grievance procedure.

Grievance complaints may be filed on the following grounds:

Where a student feels an act of injustice has been committed against them.

Where a student feels that they have been treated in a way that does not comply with the

respective policy of Liffey College.

Where a student feels that an assessment result has been influenced by any kind of discrimination such as ethnic group, race, religion, etc.

The grievance procedures requires the student to notify the college in writing and provide the relevant details to facilitate the process. The complaint will then be investigated using relevant sources of information such as references, tutor reports, witnesses, and the student's record.

Examinations Policy

Examinations schedules are announced on the notice boards several weeks prior to the start of exams. Students are advised to check notice boards regularly in order to be kept informed about all on-going activities during examinations period. Individual timetables of examinations will also be provided to students.

All students are obliged to pay for any the registration fee and the examination fees applicable before the closing date.

Liffey College has designed its Examinations Policies and Procedures to ensure proper planning and management of efficient examinations. It is therefore in the interest and to the betterment of students that they should comply with the examination rules and regulations. Prior to sitting any examination, students must sign a declaration stating that they understand and undertake to abide with the rules and regulations of the examination.

All candidates should turn up at least 30 minutes before an examination. Failure to attend any examination must be backed up by valid reasons and certified notes where applicable. A student must pay for an additional registration and examination fee to sit the examination at a later date. There is also an additional resit fee required.

All students should be aware that adjustments may be available to students with special needs to provide equal opportunities and are under no conditions given preferential treatment.

Unauthorised material will not be allowed in the examination room though the College will not be responsible for any loss or damage of personal belongings. Use of all personal electronic devices and mobile phone is forbidden in the examination room. The invigilator will report all incidents of suspicion including cheating, copying, falsifying coursework and other malpractice. Students causing disturbance during an examination will be sanctioned.

Examination scripts must not be taken out of the examination room by students even after the examination session. All coursework must be handed over to the invigilator upon completion. Students need to also sign a declaration certifying their respective examination sheets as their own.

Any student facing health or medical trauma during an examination should immediately inform the invigilator. In case of any kind of emergency during an examination, students are requested to keep seated and wait in silence until instructions are given by the examination officer. Students are expected to follow all guidelines as directed.

Written Examinations

1. Learners must carefully note the date, time and location for all written examinations.
2. Learners are required to be in the exam room prior to the commencement of the exam.

3. Learners will not be admitted to the exam room after the exam has commenced.
4. If a learner leaves the exam room before the set end time he/she must give the invigilator the exam papers, answer books and all answer material e.g. disks etc.
5. Learners must not bring any mobile phones, books, paper or notes (except in the case of open book exams) into the exam room.
6. During the exam, learners must not communicate with or attempt to communicate with any other candidate.
7. Learners must not damage the exam room or any of its contents.
8. Learners must obey the directions of the superintendent in all matters relating to the exam.
9. Learners may be expelled from the exam room if their behaviour, in the opinion of the invigilator, could impact on the successful conduct of the exam.
10. At the conclusion of the exam, learners should stop writing immediately, give all answer materials to the invigilator and remain in their seat until instructed otherwise.

Assessment Policy

Admission is processed solely on the basis of the Principle of Fairness and the Equal Opportunity Policy. Each application is impartially assessed using all relevant information supplied without any prejudice.

Assessment Malpractice

Malpractice consists of those acts, which undermine the integrity and validity of assessment, the certification of qualifications, and/or damage the authority of those responsible for conducting the assessment and certification. The procedures for handling malpractice can be found in the College.

Examples of assessment malpractice activities include:

- Learner plagiarism.
- Impersonation of another learner.
- Fabrication of evidence.
- Alteration of results.
- Wrongly obtaining secure assessment materials e.g. examinations.
- Behaving in a way such as to undermine the integrity of the assessment process.

All allegations of malpractice will be investigated and results recorded.

Procedure for dealing with assessment malpractice

- If a Tutor/Lecture suspects that a malpractice has occurred, they should inform the learner of their concern.

- The Centre Director should also be informed. The work should be returned to the learner.
- The learner, if they so wish, can have their work reviewed by another member of the academic team.
- If plagiarism is confirmed, it will be recorded on the student's file.
- The student will be asked to re-submit their work.

Penalties for breaches of assessment regulations

Any breach of Liffey College Assessment Regulations or attempted breach, by any learner or on behalf of any other learner will be treated as an offence. A breach of assessment regulations shall be deemed to have occurred when there has been an actual or attempted form of:

- Cheating
- Copying
- Plagiarism
- Misrepresentation
- Bribery
- Falsification
- Personating or other such form of deception
- Untrue claims of ownership of assignments carried out by the learner

Penalties

Penalties imposed for breach of assessment regulations may constitute any or all of the following:

No credit in the assessment or part of the assessment in which the offence was committed.

No credit for the module in which the offence was committed.

No credit for all of the modules for a particular year of the course being followed.

Ineligible for an award during the year of the breach.

Suspension of the candidate, from all activities of the College, for a fixed period of time,

A recommendation to the Centre Director for the formal expulsion of the candidate from the College.

Learners will be notified in writing when a suspected breach of assessment regulations is being investigated.

Academic Warnings

Students are subject to academic warnings in cases where their academic performance record is unsatisfactory. Such students are notified through a written note and are advised to take serious consideration of improving their grades. Liffey College has a students' support service that may help weak students to improve and catch up on their performance. Those who are interested may contact the reception for procedures.

Appeals Procedure

Learners wishing to appeal results should contact the Director of Studies directly within 14 days of receiving results. The appeal will be addressed by the results approval panel who will recommend appropriate action.

Following assessment grades and feedback being issued to students tutors will be available to discuss these with students who wish to query their assessment outcome or who require assistance with understanding their assessment outcome. Where a student is dissatisfied with the application of the assessment process in relation to their work the following appeals procedure applies. Students may appeal to the College for their work to be re-checked and/or reviewed.

Please note that any request for an appeal must be made in writing and signed in order for it to be given consideration.

RE-CHECK means the administrative operation of checking the recording and the addition of marks

REVIEW means the re-consideration in detail of all or part of the existing assignment and examination material where feasible by an internal tutor and/or the External Authenticator.

CAMPUS SAFETY & SECURITY

Armed Threat

Incidences of armed threat in Dublin are extremely rare – so much so that the ordinary police forces (the Gardaí) are unarmed. Such an event is unpredictable. Any student facing armed intruders may therefore act as deemed necessary or judged in their best interests.

It is advised to leave the building immediately if the situation permits to do so safely. You may be required to inform the Gardaí in the interest of other people in the building.

Where it is not possible to evacuate the building, students are requested to lock themselves in any room keeping silent all the time and alert the Gardaí providing full details of the location and other relevant information.

Where any student of the College is found to be armed, attempts should be made by other students or staff members to report the fact to the administration for an immediate security response.

Violent Behaviour

Violence is strictly forbidden at the College. All assaults or violent behaviours should be reported to any staff member or the administration immediately.

Students are requested to keep calm and not to provoke the assailant by any means. Those present on the scene may be asked to provide a briefing of the incident for actions and further law enforcement.

Emergency Response Numbers

A list of emergency telephone numbers including Ambulance, Gardaí, Fire Services, First Aid, etc

is available from the reception.

Accidents and Medical Emergencies

In case of injury or any medical emergencies, students are required to remain calm and contact the reception immediately for appropriate procedures. Students are requested not to try any kind of first aid intervention without the assistance of any Liffey College staff.

Fire

In the event of a fire outbreak, the smoke detector system will initialise the fire alarm. All students should evacuate the building immediately using the emergency exit route indicated by sign boards in the college. Students are requested to familiarise themselves with these emergency exit signs to avoid confusion in case of a fire. The following evacuation guidelines must be followed by all students:

On hearing the fire alarm, all students should leave the building as fast as possible through the nearest exit.

Before opening any door, students should check the door surface to ascertain if the door (and its handle) is too hot to open and to avoid burning one's hand.

Students should always proceed to exits while keeping as close as possible to the floor to avoid breathing in smoke fumes. Students are requested to remain calm and exit the building in an orderly fashion.

Those familiar with evacuation procedures may help or assist others in leaving the building on condition that it is safe to do so.

No student should at any time try to re-enter the building unless allowed by the emergency service.

Medical Emergency

In case of any medical emergency on campus, students are advised not to move the victim and inform the reception immediately for First Aid arrangements to be done as soon as possible and further medical assistance if required.

STUDENT/LEARNER RESPONSIBILITIES

Learners are obliged to make themselves aware of, and comply with, Liffey College rules and regulations. Learners must provide themselves with such books, stationery, equipment and materials as may be required. In addition, and each learner has a responsibility in a number of areas:

(i) Fellow learners

To co-operate in the creation and maintenance of a respectful and suitable environment.

(ii) Staff

To fulfil all obligations to ensure the smooth running of the College.

(iii) College

To respect the buildings and property and to ensure the College maintains a respected position in the community as a whole.

(iv) Community

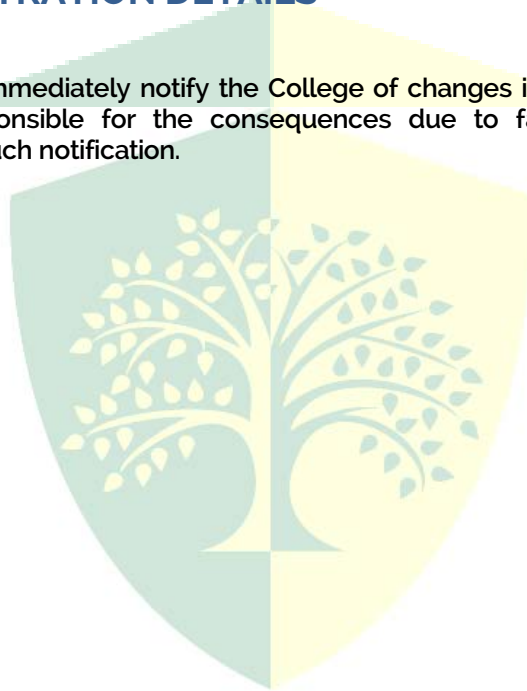
To behave responsibly and respectfully in the community.

(v) Health and safety

Ensure the Health and Safety procedures and regulations are adhered to.

CHANGE OF REGISTRATION DETAILS

Learners/Students must immediately notify the College of changes in registration details. Liffey College will not be responsible for the consequences due to failure on the part of the learner/student to make such notification.



LIFFEY COLLEGE

'A foundation for life-long success'

'A foundation for life-long success'