

LIFFEY COLLEGE



STUDENT HANDBOOK

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INTRODUCTION

Liffey College is a private educational institution located at 1-4 Swift's Alley, Francis Street in the historic and cultural Liberties area of Dublin. We are just a stone's throw away from the Guinness Storehouse, Christ Church Cathedral, Dublin Castle, Temple Bar and Grafton Street. There are also lots of cafes, restaurants and other amenities close by. Dublin 8 is an exciting place to live, work and study in and offers affordable accommodation close to the heart of Dublin city centre.

Liffey College has a strong ethos in place for life-long success and offers its students highly qualified teachers who have substantial academic and cultural experience. Liffey College emphasises the importance of individual attention and support in achieving academic and career goals. Our courses, facilities and services are designed to include all aspects of education and development. Liffey College offers courses that suit the needs of our students at an affordable price.

Our aim at Liffey College is to challenge our students through hard work and quality assistance so that they can 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.

Language Policy Statement

Liffey College believes that language, culture and economic development are interconnected and therefore encourages the development of activities that promote language learning and diversity of languages in the field of education.

In order to ensure that our language policy is maintained, the college adopts the following strategies:

- Providing a curriculum that maximises the capacity of all students of achieving recognition which accurately reflects, measures and records their competencies in English and correlates with the levels of attainment as set out by the Council of Europe's six level scale.
- Carrying out a coherent curriculum planning process that is clearly documented and relates learning outcomes and appropriate learning standards as set out by awarding bodies.
- Ensuring that upon registration students undertake a needs analysis profiling in order to establish how best to target their linguistic needs.
- Having in place appropriate procedures to assess, monitor, review, report, and support student progress.
- Where possible and appropriate, integrating information and communication technologies (ICT) into the curriculum in order to enhance student learning.
- Conducting regular teacher observations –at least 3 (three) times a year– in order to promote consistency and good practice and strengthen the consistency of delivery in the syllabus criteria and standards.
- Conducting quarterly questionnaire surveys (via forms) that allow students the opportunity of anonymously but formally assess the standard of teaching they receive.



WELCOME NOTE

Dear Learners,

Céad míle fáilte go Baile Átha Cliath/ *A hundred thousand welcomes to Dublin.*

This student handbook is a guide to students' rights, responsibilities and resources at Liffey College. We hope that this handbook allows you to learn about the services, facilities and policies in place at Liffey College.

This student handbook contains important information; please read it carefully and keep it for future reference. We expect all our students to maintain the high standards of personal behaviour that are in keeping with the educational goals of this institution. Moreover, when our students are on a college outing/excursion we would ask them to conduct themselves in a manner that reflects positively on the college.

The policies provided 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 at any time and without notice.

If you have any further questions about the contents of this handbook or suggestions on how to improve facilities at Liffey College, please let us know by informing a member of the administration team in person or leaving a suggestion in the suggestion box provided in the reception area of the college.

Finally, welcome to Liffey College! Please enjoy your time with us as you excel and strive for future success in your studies.

Go n-éirí an t-adh leat! /*Wishing you the best of luck!*

**Liffey College
Principal / Centre Director**



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 spectacular Irish coastline covers a length of 1,448km, with the Atlantic Ocean on the west and the Irish Sea on the east. Colonised from around 6,000BC, Ireland has had an interesting past and is therefore, rich in heritage and culture, which has been developed over many centuries. You'll notice towns and cities across the country steeped in history; from the grand Georgian Squares of Dublin to the thatched cottages of Connemara.

For more information please log onto: www.discoverireland.com

About Dublin

Dublin is the capital city of the Republic of Ireland and is located along the east coast. Dublin is one of Europe's most fascinating and vibrant cities with a population of over 1.6 million people. The River Liffey runs through the city and divides it in half, thus creating the comical northside/southside divide. The southside is considered the wealthier side of town but locals continue to debate this issue time and time again.

Liffey College, situated on the southside, owes much of its charm to its location in the historical and cultural Liberties quarter.

With all the facilities Dublin City has to offer, large numbers of immigrants from various countries arrived here during the height of Ireland's economic boom, known as "The Celtic Tiger", seeking job opportunities and a better life for themselves. Many chose to stay here, even during one of the country's worst recessions, and are now married with Irish-born children.

As such, Dublin is now considered a melting pot of cultures and blooms with energy thanks to its fascinating history, multicultural restaurants and events, elegant boutiques and streets, lively pubs, art galleries and museums, urban parks, and fine Georgian architecture.

Further information is available from: www.visitdublin.com



Getting Around

Dublin Bus

Getting to Liffey College from anywhere in Dublin is quick and easy. Dublin City Centre is very compact and most places are only a short walk away. Public transport services aren't bad, but locals are constantly frustrated by Dublin Bus. Thankfully, Dublin Bus now operates Real Time Information at most bus stops, so you know when the next one is due, and you can also download the Dublin Bus App on to your smartphone or iPhone for more information. For short city centre journeys, Dublin Bus operates a city centre fare.

Dublin Bus also offers nitelink services (buses through the night) from Westmoreland Street and D'Olier Street at the **weekend (Fri-Sat)/Bank Holiday weekend (Fri-Sun)** and during the **Christmas festive period.**

Please be advised that the last bus leaves O'Connell Street Sunday-Thursday at 11:30PM

Brochures and bus times and nitelink schedules are also available from the Dublin Bus Information Office at 59 Upper O'Connell Street in the city centre.

More information is available from: www.dublinbus.ie

The Dart

The eastern side of the city is also serviced by the Dart (suburban rail). The closest Dart Stations to Liffey College are Pearse Street Station at Westland Row and Tara Street Station; both are about a 25 minute walk away from the college. However, it's a very fast mode of transport from the suburbs into the city centre and it's very frequent during peak time/rush hour.

More information is available from: www.irishrail.ie

The Luas

The Luas (tram) is one of Dublin's most successful forms of transport. It's fast and frequent at all times. The only downside is that it's usually packed with people, so you may be left standing for your journey. Currently, there are two separate lines, the Green Line and the Red Line. The closest tram stop to Liffey College is Heuston Station on the Red Line. To make the trams even more efficient in the future, work to join the two lines up is already underway.

More information is available from www.luas.ie



The Dublin Bike Scheme

Most Dubliners agree that the Dublin Bike scheme has been one of the best initiatives from Dublin City Council! They're cheap, easy to use, and well maintained. They make the city so much smaller and easier to get from A to B. However, there's just one minor glitch, motorists don't really respect cyclists, while lots of pedestrians dislike cyclists because many cyclists refuse to follow the simple rules of the road, like stopping when there's a red light. Therefore, cycling within Dublin City Centre can be a very stressful experience and not one for the faint-hearted.

More information is available from: www.dublinbikes.ie

Taxis

Dublin City Centre is full of taxis. Many Dublin taxi drivers will argue that Dublin has more taxis than Manhattan in New York. Be prepared to talk when you get into a Dublin taxi as Irish taxi drivers love to talk about a wide range of topics from the economy to the weather. For the security-conscious amongst you, there are also various Taxi Apps, which you can download on to your smartphone/iPhone.

More information is available from: www.dublin.info/taxi

Student Discount Travel

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.

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 house 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 accommodation that is best suited for them.

Liffey College assists students in finding temporary accommodation for when they first arrive in Dublin, thus allowing students sufficient time to arrange permanent residence.



Liffey College offers students three main types of accommodation,

- Hostel
- Student residence
- Host family

[Education Ireland](#) offers a budgeting guideline, as costs are not stable. Students can also contact the College for advice on living expenses and other costs. **Students are encouraged to visit the following websites for further details:**

- Irish Council for International Students - www.icosirl.ie
- DAFT – Ireland’s Biggest Property Site - www.daft.ie
- Find a home - www.findahome.ie
- My Home - www.myhome2let.ie
- The Independent – www.independent.ie

Medical Care and Insurance

Liffey College Services also support student well-being. Students are required to have health insurance. It may be purchased prior or upon arrival in Ireland. Private medical insurance is a requirement for being granted a student visa for students from visa-required countries.

The College helps students by making arrangements with health insurance providers to offer some of the best rates available. Our staffs assist students in making lower-risk choices during College and in the years beyond.

For the Students Health/Medical cover policies Liffey College has partnered with

- [O'Driscoll O'Neil Ltd, Ireland.](#)
- [Kavanagh Wealth Management, Ireland.](#)

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

The following links are available to students and provide further information about medical care and health insurance in Ireland:

- [HSE](#)
- [European Health Insurance Card](#)
- [Irish Council for International Students](#)
- [Irish Naturalisation & Immigration Service](#)

Immigration

Citizens of certain countries who wish to pursue a course of study in Ireland must apply for a visa to enter Ireland before they travel here.

Students, who are from a country that requires a visa to enter Ireland, must apply for a student visa. All non-EEA students, including those who do not require a visa, must register with their local immigration officer to get permission to remain in Ireland for more than 90 days. If they are coming to study for more than 6 months, they must have €3,000 when they first register with their local immigration officer.

Reform of the International Education System and Student Immigration System

In September 2014 the Government published a policy statement setting out changes reforming the international education sector and the student immigration regime.

They include:

- English-language programmes: From 2 June to 1 October 2015 the Internationalisation Register will continue as the list of eligible English language programmes.
- From 1 October 2015, a revised ILEP will list the eligible English-language programmes where providers have reached an acceptable quality standard.
- On 1 October 2015 the ILEP will be the only list of recognised programmes for student immigration purposes and the Internationalisation Register will cease to exist.
- From 1 October 2015, the immigration permission to attend a 25-week English-language course will be reduced from **12 months to 8 months**
- From 1 October 2015, all private providers on the ILEP must meet additional requirements, including learner protection and a separate accounts facility to safeguard student advance payments
- There will be an enhanced inspection and compliance regime in order to monitor educational quality and immigration compliance.

Furthermore, all non-nationals who are not citizens of a member State of the European Union, the European Economic Area or Switzerland, must register with An Garda Síochána and at all times have a valid registration certificate in the form of a GNIB Card. From the 19th November 2012 a fee for this card is €300 and must be paid by credit card, laser card or bank giro. This fee cannot be paid by cash.

If you are residing in the Dublin Metropolitan Region you must register at the GNIB offices at 13/14 Burgh Quay, Dublin 2. The registration desk opening hours are:

The Registration Office at the Garda National Immigration Bureau is open to the public from:

Monday to Thursday: 8.00.am. to 9.00.pm **Friday:** 8.00.am to 6.00.pm.

More information is available from: www.citizensinformation.ie & www.garda.ie



Employment for Non-EU Students

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

Non-EEA students with Stamp 2 permission to remain are allowed to take up casual employment. They can work up to **20 hours a week during term time** and up to 40 hours a week in the holidays.

Changes to Work Schedules

With effect from 1 January 2015, the dates of term time have been standardised and students with stamp 2 can only work 40 hours a week from May to August inclusive and from 15 December to 15 January. Meanwhile, students with stamp 2A permission are not allowed to work.

More information is available from: www.citizensinformation.ie

SERVICES PROVIDED BY LIFFEY COLLEGE

Airport Pick-up

Liffey College offers international students airport pick-up service. Students must allow at least 2 (two) weeks prior to arrival, for Liffey College to make the necessary arrangements. On arrival, students are welcomed by a College representative and accompanied to their respective accommodation. This service carries a charge, which varies depending on the accommodation address. The fare varies depending on the distance (accommodation – airport). To benefit from this service, students need to inform the college at least 3 (three) days prior to travel so that arrangements can be made. *Flight details should be forwarded to the College including,*

- Arrival date and time
- Airline name and flight number
- Airport terminal

Student Accommodation

As previously mentioned, Liffey College can help students to obtain temporary accommodation upon arrival. Students will then have sufficient time to arrange for a permanent one. Accommodation rates vary depending on students' personal choice. Students who have 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 as stipulated in the *Living in Dublin* section on page 14 of this document.



First Day Orientation

The first day at Liffey College will be both an exciting and daunting task for new students. However, it will be a day full of activities and getting to know new people in unfamiliar surroundings. Once students have accepted a place at Liffey College and have paid their fees, they are then required to attend a new student orientation session, which takes place at the college campus upon commencement of their studies.

First day orientation takes place at the beginning of a student's programme, every Monday at 8:45 AM (except after Bank Holiday weekend, when it falls on Tuesday at 8:45 AM). Students normally complete their application forms, and fill out all necessary paperwork. English language students are also required to take a placement test to determine their level of proficiency.

Orientation Schedule	Orientation Activity
8:45-9:00	Meet and Greet
9:00-9:45	Placement Test
9:45-10:05	Oral Interviews
10:05-10:45	Orientation and Induction Class times, break times and timetables Liffey College Policies Students' Rights and Responsibilities Health and Safety Fire drill procedures Attendance policies Book polices Tours/excursions Exam policies/certificates Questions and answers
11:00	Refreshments



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. The college offers a free counselling service for students facing any difficulty. Counselling sessions provide encouragement to students for independence, development of self-confidence and self-discovery, amongst other values and services. Students requiring counselling support can contact the Welfare, H&S Officer who will refer them to the counselling service.

Reasonable Accommodation for Students With Disabilities

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 administration department 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 such modifications 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 modifications will not be



available to any student without professional, written confirmation of disability/learning difficulty.

Student Career Service

Liffey College offers a professional Career Guidance and Counselling service to all students. It is a confidential service, aiming to help each student to get the most from their time here in the college.

Liffey College's advisors provide help on career choices and types of jobs available. Students are also helped with job searches, compiling CVs, updating CVs, cover letters, presentations and interview techniques. An appointment can be made at the administration office to arrange a meeting with an advisor.

Students are also advised to check the notice board regularly for any job vacancies that may arise.

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 that have an 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, and problem-solving skills.

Excursions

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

Health Insurance

The health and well-being of our students at Liffey College is of paramount importance.

Therefore, students are required to have health insurance. It may be purchased prior to or upon arrival in Ireland. Private medical insurance is a requirement for being granted a student



visa for students from visa-required countries.

The college helps students by making arrangements with health insurance providers to offer some of the best rates available. Our staffs assist students in making lower-risk choices during their time in college and in the years beyond.

For our students' Health/Medical cover policies, Liffey College has partnered with

- [O'Driscoll O'Neil Ltd, Ireland.](#)
- [Kavanagh Wealth Management, Ireland.](#)

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

The following links are available to students and provide further information about medical care and health insurance in Ireland:

- [HSE](#)
- [European Health Insurance Card](#)
- [Irish Council for International Students](#)
- [Irish Naturalisation & Immigration Service](#)

Weblink: <http://www.liffeycollege.ie/school-life.php>

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

The college reserves the right to ask for proof of ID cards at any time. Students are therefore, advised to keep their ID cards with them at all times when attending the college and during a formal examination, or they may be asked to leave the campus premises.

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



CAMPUS FACILITIES

Reception

The reception is located on the third floor of Liffey College. This is where the students sign in every morning. Students with general queries about college/Dublin may ask at reception.

Lecture/ Teaching Rooms

Liffey College fully satisfies the national legal requirements to operate as an educational premise and has the following teaching infrastructure resources in place:

Eight (8) teaching rooms, fully equipped with PC internet access and projection facilities. Each teaching room is also fitted with white boards and audio visual facilities to support and supplement the teaching of English. All of the teaching rooms have a dedicated teacher PC with direct access to the college network sharing hub of supplementary materials. All teaching rooms are fully ventilated with heating facilities and natural light.

Teachers' Resource Room

There is a separate teachers' resource/preparation room with PC facilities, filing units, supplementary materials and class planning templates.

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.

Library

There is also an extensive library room with more than 3,000 books. It holds reference materials, recommended coursebooks, practice tests, exam prep material and books, and additional resources, including magazines, books and newspapers.



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 also reserves the right to suspend the borrowing rights of any student with outstanding fines. Further sanctions may arise subject to the college's Board of Discipline.

The library also has Wifi and there are about 17-20 work stations available to the students who wish to study or use their laptops for research purposes. There are also plug sockets available for student use in the library.

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

Computer Lab

The separate computer lab consists of over 20 PC units including on-line language learning resources and 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 the 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.

Student Common Area

Within the college also there is a student coffee/tea dock area and a student common room with refrigeration and microwave facilities. The students also have access to vending and water dispensing facilities. 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 on-going classes nearby. All students are expected to return to their respective classes after break time without delay.

Rubbish bins are located throughout the college in line with our green policy.



Toilets

The college also provides adequate toilet facilities for both male and female students as well as separate staff toilets. All female toilets within the college provide separate sanitary disposal bins.

Sports and Leisure

Liffey College is always happy to offer advice on local gyms in the area. However, if demand is high enough Liffey College can arrange group activities at a number of health and fitness clubs

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.

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

The admission policy is designed to enrol students with a variety of backgrounds. 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 bias. Liffey College reserves the right to refuse admission to any student without giving any reason. Unsuccessful applicants may re-apply for admission the following term.

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

First Come First Serve Basis

All admissions to Liffey College are subject to availability 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. Prior to admission, students are interviewed to assess



their suitability for their chosen programme of study.

Entry/Course Requirements

All students applying for a particular course must comply with the entry requirements as stipulated in the course requirements.

Documentation

Application 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.

Applicants must provide proof of ID such as a birth certificate or a passport as part of the admissions procedures. Previous course results and curriculum vitae are also required. References from previous educational institutions may be required when transferring from another college.

- A Certificate of Attendance must be provided if an applicant wishes to transfer from another college in Ireland.
- Certificates of an English Language Qualification, such as TOEFL, IELTS or Cambridge, must be provided by applicants for whom English is not their first language and not apply for English courses.

Declaration of Prior Convictions

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

Data Protection

The College ensures that all information provided by applicants during and after the process of admission is kept confidential. This is detailed on our website, under Future Students, sub-heading Admission Policy, <http://liffeycollege.ie/future-students/admission-policy/>.

Please, refer to Data Protection Acts, 1988 and 2003.

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 the following term.

Course Fees/Charges Policy

Full updated details of charges and fees are available from the admissions office. Fees payment may be accepted in instalments but only in special circumstances. This 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 until final payment has been made.

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.

The course fee or instalments paid are strictly NOT refundable except under the following conditions:

Full-Time Students

- In the circumstance that an international student is refused either an entry visa or a student visa in Ireland.
- If the course for which the student has paid is cancelled by Liffey College with no other alternative available.

Please Note:

If a course fee is refunded, €300 (registration fee) of the total course fee paid will be deducted.

Considering the fact that choosing the correct programme of study is an important step, Liffey College assumes that a student would have made a thoughtful decision prior to applying for the course. No refund is granted for students who withdraw from a programme (prior to/shortly post commencement or during the programme).

Part-Time Students

- If the course for which the student has paid is cancelled by Liffey College with no other alternatives available. (Part time fees refund include total fees paid in terms of course fee and registration fee)

Where a course is cancelled by Liffey College Fees Refund Policy

- Students will be transferred to similar courses (if available at Liffey College) at equivalent level within the same discipline.
- Arrangements will be made with other institutions to provide the same or similar courses at equivalent level within the same discipline.

Please Note: Other non-refundable fees that are charged as extras include medical insurance fees, examination fees, registration for examination fees, accommodation fees, books, handouts, etc.



Fees Refund Procedure

Please note that applications for refunds must be made in writing to the following details explaining the reason for the refund request, including supporting documentation, where relevant (e.g., payment of proof, visa refusal letter, passport, etc.)

Name of responsible staff member: **Asif Sarwar**

Telephone No: +353 (0)1 444 4447

Email: asif@liffeycollege.ie

Upon receipt of the required documentation, the refund will be processed. Liffey College will either transfer the refunded fees to the student account or issue a cheque, which can be collected from administration office.

The fee refund procedure takes **FOUR WEEKS (20 Working Days)** from the date of request.

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, paid for and get visa for.

Please note that terms and conditions apply.

Local /European Students

Students not requiring a visa may change or drop a course by filling out 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 in 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.

However, complainants should recognise and accept that certain factors may interfere with the college's ability to resolve matters.

Complainants should also realise that it's not always possible to deal with every situation in a confidential manner due to the action that may need to be taken.

All staff members at Liffey College are responsible for taking action against a complaint. However, when such matters cannot be resolved satisfactorily then a formal complaint should be submitted to the administrator. Actions will be taken as fairly and as 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 monitors the Equality Statement annually to retain consistency and fairness. Any staff member 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 nor may they 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 available computer. It is the responsibility of students to keep the username and password confidential and to make use of this facility in a safe and effective manner. Students are required to 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 that are 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 always acknowledge the source of all copied or quoted work to prevent plagiarism. Use of campus computers for business purposes is also 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. Therefore, 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 circumstances.

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

Violation of these 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.



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. Furthermore, use of a 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/common room 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 a healthy and safe well-being of all Liffey College's staffs and students and maintain a clean environment, no smoking is allowed inside the college campus.

Parking Policy

Liffey College does not have any on-campus parking facilities. 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 basins and soap are available in all toilets around the campus. Students are advised to wash their hands regularly and especially after using the toilets to reduce the risk/spread of infection and disease.

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

Students should not attend class when they are sick so as to avoid the risk of others becoming 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 reception 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 for violating the Visitor Policy will face disciplinary procedures.

Litter Policy

Liffey College is committed in promoting 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 campus.

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 so as 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, who arrive after the 15 minute grace period will be marked absent, and will not be allowed to attend any class that day. Moreover, any student who leaves class 15 minutes early will also be marked absent for the day.

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/common room 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.

Student Feedback

Liffey College also conducts regular Student Feedback. These online surveys allow all students to rate all aspects of their course and experience of the college. They are completed every six weeks by full-time students, while part-time students complete the survey in their final week of study. These surveys are anonymous, although students also have the option of including personal information should they wish to do so.

Surveys are available onsite and on our website:

http://www.liffeycollege.ie/feedback/index_new.php

In addition, students are invited to leave any ideas they may have in the suggestion box, which is located in the reception area on the third floor. Again, this is anonymous and treated in a strictly confidential manner.

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 successfully complete their programme of study. Liffey College requires a minimum attendance of 85% (eighty five per cent). Students who fail to achieve **a minimum of 85% (eighty five per cent)** will not be allowed to sit final examinations and will face disciplinary procedures, such as, their names being reported to the corresponding authorities and thus their studies/stay in Ireland may/will be curtailed.

The college is obliged to produce evidence of any students' attendance record to the 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, in compliance with the law of the country, as well as regulations pertaining to internationalisation register courses and Interim List of Eligible Programmes (ILEP).

Therefore, the student is responsible for providing satisfactory evidence to the college to substantiate the reason for their absence. It is essential that the college be 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 (three) consecutive days**.

Medical absence is only authorised with a medical certificate from a registered GP or a hospital. Only original (not photocopied) documents will be accepted. Students must submit



the medical certificate immediately upon return to college.

Uncertified absence(s) will result in the student being marked absent. All absences must be authorised by the Centre Director. No authorisation will be granted for casual absence.

At the end of their programme, a student's attendance, together with information related to exams and/or any other relevant documents will be submitted to the GNIB and/or INIS for review.

Among the reasons absences are considered excused by the college are the following:

- Death or major illness in a student's immediate family. Immediate family may include: mother, father, sister, brother, grandparents, spouse, child, spouse's child, spouse's parents, spouse's grandparents, step-mother, step-father, step-sister, step-brother, step-grandparents, grandchild, step-grandchild, legal guardian, and others as deemed appropriate by Student Welfare Officer.
- Illness of a dependent family member.
- Participation in legal proceedings or administrative procedures that require a student's presence
- Religious holiday and/or observance.
- Injury or illness that is too severe and/or contagious for the student to attend class.

Monitoring

The college strives to maintain excellent academic standards and to motivate students to make progress.

1. Adherence to our attendance policy is part of the terms and conditions on the application form at Liffey College.
2. Students are informed during induction by the Administration Team that they are required to maintain at least an 85% attendance record.
3. The Administration Team will remind the students that the college attendance policy is printed in the student handbook.
4. The Administration Team will also remind students that there are posters with information on attendance requirements on display on the college notice boards.
5. Teachers will tell students that they must attend class.
6. There will be attendance sheets with students' name and classes printed on a weekly basis.
7. Students are required to sign attendance sheets every day they attend class.
8. Attendance sheets must also be signed by the teacher who is also required to enter the total number of students at the end of the attendance sheets thus indicating the overall number of students who were in attendance in class.
9. Students who arrive 15 minutes late will not be allowed to sign in nor will they be allowed to attend classes and will be marked absent for the day.
10. Students who leave 15 minutes early will also be marked absent for the day.
11. Completed attendance sheets are logged on a weekly basis
12. Students, **with less than 25% attendance in the first 6 weeks** will be expelled by the Centre Director without a chance to appeal and the GNIB will be informed of their expulsion.



Disciplinary Procedure

Step 1: Formal Oral Warning

The Disciplinary Committee, comprising of the Operations Manager, Front Office Manager, Welfare Officer, Centre Director, Director of Studies (DOS) are empowered to issue formal warnings in cases of low and/or erratic attendance.

- The formal oral warning (face-to-face/telephone) will advise the student of the reason(s) for the warning, of the seriousness of the issue, and the possible consequences should it continue
- The Welfare Officer will formally warn a student who fails to show up to class over three consecutive days or/and with less than 85% attendance.

Step 2: First Written Warning Via Email

Should attendance not improve over the following two week period, the Welfare Officer will issue a first written warning via email.

- The first written warning will advise the student of the reason(s) for the warning; of the seriousness of the issue, and the possible consequences should it continue.

Step 3: Final Written Warning Via Email

Should attendance still not improve, or the absent student does not make contact with the college, a final written warning via email will be sent by the Welfare Officer to the student informing him/her of their suspension.

Step 4: Appeal

- Upon receipt of the suspension letter, a student will have a time limit of 1 (one) week to appeal the situation to the Centre Director.
- Students who wish to appeal their suspension can do so based upon certain conditions including health problems and family emergency, amongst others.
- Any student appealing their suspension must provide valid reasons for their absence.
- Any student wishing to appeal such a suspension must do so in writing via email. Appeals must be made **within 1 (one) week of suspension**.

Step 5: Expulsion/Exit Letter

- Should a student, after warnings and/or suspension, and/or does not attend the appeal; fail to comply with Liffey College policies, the student will be expelled by the Centre Manager in week 5/6. An exit letter will be sent to GNIB/INIS, with a copy sent to the student.
- Liffey College views expulsion as the last step, should a student's attendance, progress, and/or behaviour fail to adhere to our policies and codes. Only the Centre Manager is empowered to expel students.
- Grounds for expulsion include, but are not limited to, unacceptable attendance level to classes without prior arrangement and/or justification and continuous disregard for the Attendance Policy and Disciplinary Process and Procedures in place at Liffey College.



Name of responsible staff member: **Sanjiv Oberoi**
Telephone No: +353 (0)1 444 4447
Email: sanjiv@liffeycollege.ie

Punctuality 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 successfully complete their programme of study.

Liffey College requires a **minimum attendance of 85% (eighty five percent)**.

Policy & Procedure

Students are responsible for signing in every day, prior to going to class (Attendance Record). This is available at reception and it shows students' names and college ID number.

Students who arrive more than **15 minutes late** are not allowed to join the class and are marked absent. Moreover, any student who leaves more than **15 minutes early** is also marked absent for the class.

The attendance sheets are handed over to the teachers after 15mins of the start of the class for cross-checking purposes. Teachers must also enter the total number of students who were in attendance. Teachers are also required to sign the attendance sheets at the end of the class.

It is illegal to sign attendance for an absent student. Any student who signs for others, or gets fellow students to sign for them, will themselves be marked absent and subject to disciplinary action, which may include expulsion from the programme.

For safety reasons, in case of a fire and/or any other emergency, the attendance sheets should be brought along by the teachers.

Liffey College also monitors attendance with the college database system. A member of administration enters the data and it is stored on to our server. Therefore, attendance for each student is digitally calculated. Upon student, GNIB and/or the request of authorised bodies, the information is available.

Students who fail to achieve a minimum of 85% (eighty five percent) may/will be disallowed from sitting assessments and examinations and will face disciplinary procedures, including their names being reported to the corresponding authorities and their studies/stay in Ireland may/will be curtailed.

Name of responsible staff member: **Cormac Mcloughlin**
Telephone No: +353 (0)1 444 4447
Email: cormac@liffeycollege.ie cormac@liffeycollege.ie



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

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 encourages students to voice their concerns and strives to address whatever issues that may arise in a timely and proactive manner.

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.
- 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.

Academic Matters

Students may address concerns regarding academic matters orally with their teachers and/or with the DoS/ADoS, individually or jointly. If a student first contacts their teacher, and the issue is not or cannot be resolved at that level, then the student and/or student and teacher should submit the issue to the DoS who will provide assistance.

Name of responsible staff member: **Director of Studies/ADoS**

Telephone No: +353 (0)1 444 4447

Email: info@liffeycollege.ie



Non-Academic Matters

Non-academic issues are submitted to the Centre Director at the following details:

Name of responsible staff member: **Haseeb Ahmed**

Telephone No: +353 (0)1 444 4447

Email: haseeb@liffeycollege.ie **haseeb@liffeycollege.ie**

Students may also submit a complaint in writing, by means of the Complaint Form available outside reception. Issues presented via forms are also dealt with by the Centre Director. Both in the cases of oral and written complaints, the information and solution is entered into the Log with the name, date, class, complaint, and course of action.

Examinations Policy

All academic year students are required to complete a Final Exam at the end of their course.

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 **examination periods**. Individual timetables of examinations will also be provided to students.

All students must pay for the registration fee and/or the examination fees applicable before the examination closing date. Liffey College is obliged to register all full-time students for the end of course exams.

It is in the interest and to the betterment of students that they should comply with the examination rules and regulations.

Prior to the start of the course, students must sign a declaration stating that they understand that the exam is mandatory and undertake to sit the exam while abiding by the rules and regulations of the examination.

This declaration will also be signed by a Liffey College representative stating that the college is committed to register the student for the end-of-course exams and understands that the exams are mandatory.

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 re-sit 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 feeling ill or faint during an examination should immediately inform the invigilator. In case of any kind of emergency during an examination, students are requested to remain seated and wait in silence until instructions are given by the examination officer. Students are expected to follow all guidelines as directed.

Rules to Prevent Exam Cheating and Other Forms of Exam Malpractice:

- Learners must carefully note the date, time and location for all examinations.
- All candidates should turn up at least 30 minutes before an examination begins.
- Learners will not be admitted to the exam room after the exam has commenced.
- 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/or examination fee and sit the examination at a later date. Failure to sit an exam will result in the student not getting their certificate of completion.
- Students should be aware that arrangements may be made available to students with special needs so as to provide equal opportunities and such students who request such arrangements are under no circumstances being given preferential treatment.
- Unauthorised material will not be allowed in the examination room, though the students are reminded that 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 forms of malpractice.** Students causing disturbance during an examination will also be sanctioned.
- During the exam, learners must not communicate with or attempt to communicate with any other candidate.
- Examination scripts must not be taken out of the examination room by students even after the examination session has ended. All coursework must be handed over to the invigilator upon completion.
- Students need to also sign a declaration certifying that their respective completed examination is their own work.
- Any student who feels faint or ill during an examination should immediately inform the invigilator.
- In case of any kind of an emergency during an examination, students are requested to remain seated and wait in silence until instructions are given by the examination officer. Students are expected to follow all guidelines as directed.

Name of responsible staff member: **Cormac Mcloughlin**

Telephone No: +353 (0)1 444 4447

Email: cormac@liffeycollege.ie



Assessment Policy

Formal and informal assessments are carried out in the class. All assessments are supervised by the teacher/Dos/ADos. They are designed to challenge the students in the positive way. Students at Liffey College are assessed on a continuous basis by means of weekly 'key sentence' tests/mid-way progress tests (week 6) and an end of course level test (week 12).

Upon completion of the 25 week programme students sit an end of term/final examination.

Should a student feel that his/her test results are not an accurate reflection of his/her performance, the student should first talk to the teacher, who will provide specific feedback and also liaise with the DoS/ADoS and discuss the case. The student will be invited to meet with the DoS/ADoS, to clarify any questions. Should the student still feel unsatisfied, s/he may file a grade appeal.

The test will then be reviewed by at least 2 (two) teachers and the results of such review be submitted to the DoS/ADoS, with their recommendation. Internal verification, as described above, is an important step in ensuring excellence in teaching and inter and intra level coordination and synchronization.

Assessment Malpractice

Malpractice consists of 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 college activities, 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 action to improve 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.

In the unlikely event of a fire/emergency evacuation, Liffey College carries out monthly fire drills.

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, each learner has a responsibility in a number of areas:

(i) Fellow learners/Peers

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.

CONCLUSION

Finally, we hope that the information presented in this handbook is clear and helpful. Please do not hesitate to contact a member of the administration team at reception should you have any further queries.