

LIFFEY COLLEGE



STUDENT HANDBOOK

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E.& O.E.

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1. Introduction

Liffey College is a private educational institution located in The Maltings Business Park, Marrowbone Lane, Dublin 8 (Main Campus) 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 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.

1.1. Mission Statement

Liffey College is committed 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.

1.2. 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.

1.3. Contact information

Position	Name	Phone	email
Centre Director	Haseeb Ahmed	01 4444447	haseeb@liffeycollege.ie
Director of studies (DoS) –	Dar Moran	01 4444447	dara@liffeycollege.ie



Assistant Director of Studies (ADoS)	Gabriel Brindamour	01 4444447	gabriel@liffeycollege.ie
Operations Director	Sanjiv Oberoi	01 4444447	hospitality@liffeycollege.ie
Front Office Manager	Nicole McMahon	01 4444447	Nicola@liffeycollege.ie
Marketing Director	Everton Tadeau	01 4444447	Everton.tadeau@liffeycollege.ie
Examination Administrator	Gabriel Brindamour	01 4444447	gabriel@liffeycollege.ie
In case of emergency	Haseeb Ahmed	086-1232008 / 086-3671142	haseeb@liffeycollege.ie info@liffeycollege.ie

1.4. Disclaimer

The college reserves the right to change or revise these policies at any time and without notice.



2. 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.

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



2.1. Code of conduct

Liffey College prides itself on 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.

2.1.1. Integrity

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

2.1.2. Respect

All students are expected to maintain appropriate community standards by respecting classmates irrespective of their ethnic background, gender, or race.

Staff members, fellow students and visitors are to be treated with courtesy and respect at all times.

2.1.3. 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.

2.1.4. 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.

2.1.5. 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 of the learning environment for others to follow.



2.2. 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 (except when specified otherwise).

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

2.3. International Students

About Ireland

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

About Dublin

Further information is available from: www.visitdublin.com

Getting Around

- Dublin Bus - More information is available from: www.dublinbus.ie
- The Dart - More information is available from: www.irishrail.ie
- The Luas - More information is available from www.luas.ie
- The Dublin Bike Scheme - 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

2.3.1. 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.

More information is available from: <http://www.studentleapcard.ie/#home>

2.3.2. 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 €8,000 to €14,000 including accommodation, food, household, travel, social life and other miscellaneous costs (Guide/Approximate cost).

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 international 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, depending on availability.

- 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 - <https://www.internationalstudents.ie/info-and-advice/practical-information/cost-of-living>
- 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

2.4. Medical Cover

Liffey College Services also supports students' health and well-being. Students are required to have health insurance. It may be purchased prior to or upon arrival in Ireland.

For more information please log onto: <http://liffeycollege.ie/services/medical-cover/>

2.4.1. 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 (figures outlined here are subject to change by legislation and/or regulation).

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 (You are advised to check on a regular basis, as these regulations and figures may be adjusted.



They include (as a guide):

- English-language programmes: From 2 June to 1 October 2015 the Internationalisation Register is the list of eligible English language programmes.
- From 1 October 2015, a revised ILEP lists the eligible English-language programmes where providers have reached an acceptable quality standard.
- On 1 October 2015 the ILEP is the only list of recognised programmes for student immigration purposes and the Internationalisation Register no longer exists.
- From 1 October 2015, the immigration permission to attend a 25-week English-language course was 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 in cash.

If you are residing in the Dublin Metropolitan Region you must register at the GNIB offices at 13/14 Burgh Quay, Dublin 2. More information is available from:

<http://www.inis.gov.ie/en/INIS/Pages/registration>

Note: As of 15 September 2016, you must book an appointment online:

<https://burghquayregistrationoffice.inis.gov.ie>

More information is available from:

- www.citizensinformation.ie
- www.garda.ie
- www.inis.gov.ie

2.4.2. 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 during certain times of the year.



2.4.3. Changes to Work Schedules

With effect from 1 September 2016, students with stamp 2 can only work 40 hours a week from June to September inclusive and from 15 December to 15 January inclusive. Meanwhile, students with stamp 2A permission are not allowed to work.

More information is available from:

- www.citizensinformation.ie
- <http://www.inis.gov.ie>

2.5. Services provided by Liffey College

2.5.1. Airport Pick-up

For more information please log onto: <http://liffeycollege.ie/services/airport-transfer/>

2.5.2. Student Accommodation

For more information please log onto:

<http://liffeycollege.ie/services/accommodation/>

2.5.3. First Day Orientation

The first day at Liffey College will be both an exciting and daunting experience for new students. However, it will be a day full of activities and getting to know new people in unfamiliar surroundings. Once students have been accepted into 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.

For more information please log onto:

<http://liffeycollege.ie/college-life/first-day-orientation-induction/>

2.5.4. Student Counselling

For more information please log onto:

<http://liffeycollege.ie/services/students-counselling/>

2.5.5. 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. Documentation must be in English or translated and authenticated by a Public Notary.

2.5.6. Student Career Service

For more information please log onto:

<http://liffeycollege.ie/services/career-service/>

2.5.7. Further Study Assistance

For more information please log onto:

<http://liffeycollege.ie/services/study-assistance/>

2.5.8. 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.

2.6. Protection for Enrolled Learners (PEL)

In compliance with the Protection of Enrolled Learners (2012 Act, Part 6), Liffey College has learner protection arrangements in place for all students who have paid fees and enrolled in programmes of three months/12 weeks or more. The purpose of this is to protect student course fees paid to Liffey College in the event of the College becoming insolvent.

For more information, please log onto:

<http://liffeycollege.ie/services/protection-of-enrolled-learners/>

2.7. Campus facilities

2.7.1. Reception

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



2.7.2. 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:

There a number of classrooms in the college, fully equipped with PC internet access, white boards and projection 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 online network sharing hub of supplementary materials. All teaching rooms are fully ventilated with heating facilities and natural light.

2.7.3. Library and Resource Room

There is also an extensive library room with a large range of books. It holds reference materials, recommended course-books, 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 Personal/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. The library also has WIFI and work stations are 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 forms of anti-social behaviour are strictly forbidden in the library.

2.7.4. Student Common Area / Room

Within the college there is also a student common area. 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 the bins provided to dispose of litter.

Smoking is strictly prohibited in these areas.

Students are requested to keep their voices down and show respect for 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, and students are encouraged to segregate any rubbish they may have.

2.7.5. Toilets

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



2.7.6. 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. There is a gym, St. Catherine's, and Health Food facilities within a short distance of the college entrance.

Students interested in using the sports and leisure facilities need to fill out request forms available from reception. Please note that sufficient time should be allowed for the college to make the necessary arrangement. For more information please contact administration.

2.8. College Timetable

All students are required to follow the College timetable. The timetable can be found on College notice boards and on the Liffey College website; copies are also available at reception.

For more information, see: <http://liffeycollege.ie/about-us/college-calendar/>

2.8.1. Holidays

Students must follow the College timetable with respect to their holidays. For example, students must take the 4 weeks of Christmas holidays if their course falls during this period. If their course does not fall during this period, students will be given 2 weeks of holidays at the start and 6 weeks at the end of their course.

Students may request to take a maximum of 2 weeks of holidays in the middle (after 12 weeks of study) instead of at the end of their course – in which case they must submit a request form to the office.

Before a holiday request can be granted, students must have completed at least 12 weeks of study and have an attendance percentage of at least 85%. Furthermore, the requested holidays must not conflict with the College timetable.

For more information, see: <http://liffeycollege.ie/about-us/college-calendar/>



3. College Policies and 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.

3.1. Equality Policy

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.

3.2. Language Policy

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.

3.3. Admission Policy

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. Individuals students are issued with a specific start date, and no student is permitted to attend class until all enrolment procedures have been fully completed.

3.3.1. Admissions/Enrolment requirements

For more information please log onto:

<http://liffeycollege.ie/students/prospective-students/admission-procedures-policy/>

3.3.2. College Admission Rights

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

3.4. Course Fees/Extra charges

Full updated details of charges and fees are available from the Administration office. Fees may be paid in instalments only in special circumstances. This can be discussed with the Reception/Administration Officer.

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.

For more information please log onto:

<http://liffeycollege.ie/students/prospective-students/payment-of-fees/>

3.5. Change of Course Policy

This depends on the course, its level and the nationality (visa requirements) of the student. For more information, please contact your Course Director/international Officer.

3.5.1. International Students

Overseas students are not permitted to change the course for which they have applied, paid and obtained a visa. Please note that terms and conditions apply.

3.5.2. 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 management.

3.6. 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:

- 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 maximum 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.

3.7. 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 equally irrespective of ethnic background, race, nationality, culture, religion, etc.



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 ensure consistency and fairness. Any staff member or student found guilty of breaching this policy will face disciplinary proceedings.

3.8. 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.

3.9. Computer Use Policy

All students require a password 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 are 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.

3.10. 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 without prior consent on the college premises is expressly forbidden.

3.11. Food and Drink Policy

Eating and drinking is only allowed in the canteen/student common room. Only bottled water may be taken into classrooms.

- Food and drink are strictly forbidden in the Classrooms, library and computer labs.

3.12. No Smoking Policy

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

3.13. 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 a 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.

3.14. 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, up to and including expulsion. Students found in possession of or selling illegal drugs or alcohol will be expelled from the college.

3.15. Health Policy

Liffey College expects all students to follow good hygiene practice 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 hygiene practice also includes covering the mouth with a 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.

3.16. Policy Statement on Bullying/Harassment

3.16.1. 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
- 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 where people can work productively together, where dignity and respect at work are paramount, equality is promoted, and in which all feel valued and respected.

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 with 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 providing 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 action.

3.17. 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 and sign the visitors' logbook 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.

3.18. Litter Policy

Liffey College is committed in promoting a greener environment by complying with the legislative requirements of waste disposal. Bins are available in various places 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.

3.19. 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.

3.20. 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.

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

3.21. Pet Policy

Student safety is of significant importance to the college. Pets are not allowed anywhere in the college as they may pose a threat to safety (in the case of allergies, for example) or propagate disease. Students violating this policy will be responsible for any injuries caused to others and financially responsible for any damage to the College.

3.22. 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.

3.23. 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 more than 15 minutes late will be marked absent, and may not be allowed to attend class that day, and if allowed to attend class they will be marked absent for the day. Moreover, any student who leaves class 15 minutes early will also be marked absent for the day. The teacher at specific times will check off student attendance, if any student is not present at check-off time in class, they will be marked absent.

Students should have in their possession during class times a copy of, or access to, the appropriate Workbook This is a pre-requisite. for class participation and development. Teachers/lecturers are not obliged to photo-copy any pages or workbook questions or tests that a student may have not brought with them. Please refrain from requesting teachers/lecturers from photo-copying for you, a refusal may offend.



Students must always show respect to other classmates and the tutor. Constantly talking or whispering or leaving and re-entering 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 classes. Electronic devices including iPods, mobile phones and pagers must be switched off.

Food and drink are 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 common area/room should be used for this purpose.

Every floor is equipped with rubbish 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.

3.24. 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 help personally responsible for any and all circumstances arising from breach of this policy.

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

3.25. Class Representatives Policy (in progress)

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.



4. Student Feedback

Liffey College also conducts regular Student Feedback. These surveys allow all students to rate all aspects of their course and experience of the college. Feedback is conducted regularly with 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.

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.



5. Education Policies and Procedures

5.1. Attendance & Punctuality Policy & Procedure

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) over their course 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 possibly being curtailed.

More information is available onsite and/or on our website:

<http://liffeycollege.ie/students/prospective-students/attendance-punctuality-policy/>

5.2. 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 our Attendance Policy and GNIB standards 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 face 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.

5.2.1. 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.

5.2.2. 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 to include the date, time and place where the hearing will be held. Student's rights to privacy are protected in full confidence by the college although hearing proceedings may be recorded. Witnesses may be present at the hearing and more than one member of Liffey College's Board of Discipline staff may be present.

5.3. 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.



5.3.1. Academic Matters

Students may address concerns regarding academic matters orally with their teachers and/or with the Director of Studies, individually or jointly. If students first contact 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 Director of Studies who will provide assistance.

Name of Responsible Staff: Dara Moran, Director of Studies (DoS)

Telephone No: +353 (0)1 444 4447

Email: dara@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, course of action.

5.4. 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 some kind of discrimination such as ethnic group, race, religion, etc.

The grievance procedures require 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.

5.5. Examinations Policy

All full-time 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. It is in the interest and for the betterment of students that they should comply with the examination rules and regulations.

NOTE: 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.

More information is available onsite and/or on our website:

<http://liffeycollege.ie/students/prospective-students/examination-policy/>

5.5.1. Internal Assessment/Examinations Policy

Formal and informal assessments are carried out in the class. All assessments are supervised by either the teacher/Dos/ADoS. They are designed to challenge the students in a positive way. Students at Liffey College are assessed on a continuous basis by means of weekly progress tests. Their results on the weekly progress tests, as well as teacher feedback, will determine whether or not a student progresses to the next level.

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 will 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.

Upon completion of the 25-week programme, students are required to sit an externally assessed end of term/final examination.

The final exam date is provisionally booked at the beginning of the course. Should a student wish to change the date and/or level of their exam, s/he must give the College a minimum of 8 weeks' notice.

It can take up to 12 weeks for the exam certificates to be sent to the College. Students will receive notice by e-mail once their exam certificates have arrived and are ready to be collected.

5.5.2. Assessments/Examinations 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.

5.5.3. Procedure for dealing with assessment malpractice

- If a teacher/Tutor/Lecturer 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.

5.5.4. 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
- Impersonating or other such form of deception
- False claims of ownership of assignments carried out by the learner

5.5.5. 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.

5.5.6. Academic Warnings

Students are subject to academic warnings in cases where their academic performance record is unsatisfactory.

5.5.7. Appeals Procedure

Learners wishing to appeal results should contact the Director of Studies, in writing, 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.

5.6. Campus Safety and Security

5.6.1. 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 doing 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.

5.6.2. The Right to Search Students

Can my college search me without my consent?

YES, but only under certain circumstances. First, your school must have a “reasonable suspicion” that searching you will turn up evidence that you violated a college rule or law. Second, the way your college does its search should be “reasonable” based on what is being searched for and your age.

What is “reasonable suspicion”?

Unfortunately, there is no exact definition. But a reasonable suspicion should be based on facts specific to you or your situation. It cannot be based on a rumour, hunch, or curiosity. For example, a teacher cannot ask to search a bag that looks weird and bulgy for drugs based only on the look of the bag.

5.6.3. Violent Behaviour

Violence is strictly forbidden at the college. All assaults or violent behaviour should be reported to a 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. Any form of harassment or aggressive behaviour, whether physical or verbal, will not be tolerated at Liffey College and, if serious enough, may result in immediate expulsion without warning.

5.6.4. Emergency Response Numbers

A list of emergency telephone numbers including Ambulance, Gardaí, Fire Services, First Aid, etc. is available from the reception and/or the notice boards.

5.6.5. Accidents and Medical Emergencies

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



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.

5.6.6. Fire or Fire Drill

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 via the stairs. Students are requested to familiarise themselves with these emergency exit signs to avoid confusion in case of a fire, and to follow the instructions of the teacher/fire warden(s).

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 and/or Fire wardens
- To prepare for the unlikely event of a fire/emergency evacuation, Liffey College carries out regular fire drills.

5.6.7. 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 the following responsibilities:

(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

To ensure the Health and Safety procedures and regulations are adhered to

5.7. 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.

Once again, welcome to Liffey College! We hope your time here will be a challenging, fun and enriching experience.