

# LIFFEY COLLEGE



## LEARNER HANDBOOK

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| Revision No. | Date of Revision | Reviewed by | Next Review Due |
|--------------|------------------|-------------|-----------------|
| 1.14         | November 2024    | HA/SS/DM/TR | November 2025   |



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# **1. Introduction**

Liffey College is a private educational institution located at 67 Harcourt St, Saint Kevin's, Dublin 2 (Main Campus) in the historic and cultural area of Dublin 2. We are just a stone's throw away from the Iveagh Gardens, St Stephen's Green, Grafton Street and Trinity College. There are also lots of cafes, pubs, restaurants and other amenities close by. Dublin 2 is an exciting place to live, work and study in the heart of Dublin city centre.

Liffey College has a strong ethos in place for life-long success and offers its learners 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 learners at an affordable price.

Our aim at Liffey College is to challenge our learners 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 learner learning and personal development by creating conditions that motivate and inspire learners 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 learners 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  |
|---------------------------------------|----------------|------------------------------------|--|
| <b>Centre Director</b>                | Haseeb Ahmed   | +353<br>(0)1 444 444 7             | <a href="mailto:haseeb@liffeycollege.ie">haseeb@liffeycollege.ie</a>               |
| <b>QA Director</b>                    | Tazila Ramputh | +353<br>(0)1 444 444 7             | <a href="mailto:taz@liffeycollege.ie">taz@liffeycollege.ie</a>                     |
| <b>Academic Coordinator</b>           | Desmond Gargan | +353<br>(0)1 444 444 7             | <a href="mailto:desmond@liffeycollege.ie">desmond@liffeycollege.ie</a>             |
| <b>Director of Studies - EFL</b>      | Shruti Sharma  | +353<br>(0)1 444 444 7             | <a href="mailto:dosefl@liffeycollege.ie">dosefl@liffeycollege.ie</a>               |
| <b>Sales &amp; Marketing Director</b> | Everton Tadeu  | +353<br>(0)1 444 444 7             | <a href="mailto:everton.tadeu@liffeycollege.ie">everton.tadeu@liffeycollege.ie</a> |
| <b>Examination Administrator</b>      | Shruti Sharma  | +353<br>(0)1 444 444 7             | <a href="mailto:dosefl@liffeycollege.ie">dosefl@liffeycollege.ie</a>               |
| <b>Student Support Officer</b>        | Andrea Boveda  | +353<br>(0)1 444 444 7             | <a href="mailto:reception@liffeycollege.ie">reception@liffeycollege.ie</a>         |
| <b>In case of emergency</b>           | Haseeb Ahmed   | +353<br>(0)86 123 2008<br>WhatsApp | <a href="mailto:haseeb@liffeycollege.ie">haseeb@liffeycollege.ie</a>               |

### 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 welcome to Dublin.**

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

The policies in this learner handbook are provided to give you a general understanding of your rights and responsibilities and the behaviour that Liffey College expects of you.

We welcome you to Liffey College!

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!**

**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 learners are expected to espouse the qualities of Integrity, Respect, Concern & Inclusiveness, Honesty, Diversity and Civility.

Learners 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 learners' personal files.

## **2.2 Integrity**

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

## **2.3 Respect**

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

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

### **2.3.1 Concern and Inclusiveness**

Promoting courtesy not only within the college but also throughout the whole community shows concern for a better world. Learners are expected to cooperate and support each other in their study and learning.

Learners 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.

### **2.3.2 Honesty**

Dishonest behaviour will not be tolerated at the Liffey College. Learners 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.

### **2.3.3 Diversity and Civility**

Learners are expected to respect and appreciate the differences in race, culture, ethnicity and physical abilities in other learners.

Each learner on the campus should value the uniqueness of every individual and promote good examples of the learning environment for others to follow.





### 2.3.4 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 authorised by the Management).

Learners should respect others and keep noise as low as possible to avoid disturbing not only classes, but also other adjacent areas.

## 2.4 International Learners

For more information, please refer to: <https://liffeycollege.ie/international-learners/>

### 2.4.1 Getting Around

- Dublin Bus - [www.dublinbus.ie](http://www.dublinbus.ie)
- The Dart - [www.irishrail.ie](http://www.irishrail.ie)
- The Luas - [www.luas.ie](http://www.luas.ie)
- The Dublin Bike Scheme - [www.dublinbikes.ie](http://www.dublinbikes.ie)
- Taxis - [www.dublin.info/taxi](http://www.dublin.info/taxi) OR [www.dublin taxis](http://www.dublin taxis)

### 2.4.2 Learner Discount Travel

Learners are entitled to discounted travel when travelling by bus, train, Dart and Luas. Tickets can be purchased from every station and from some newsagents.

For more information, please refer to:

- <https://about.leapcard.ie/about/tfi-leap-card-types/student>
- <https://liffeycollege.ie/student-leap-card-transport/>

### 2.4.3 Living in Dublin

Dublin is a relatively expensive city though living costs depend on the needs of individual learners. The average yearly expenditure of a learner may range from €10,000 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 learners cutting down on travelling expenses and time. However, accommodation located closer to the city centre tends to be more expensive. Liffey College assists learners in finding temporary accommodation for when they first arrive in Dublin, thus allowing learners sufficient time to arrange permanent residence. Liffey College offers learners three main types of accommodation, depending on availability.



For more information, please refer to:

- <https://liffeycollege.ie/accommodation/>

Education Ireland offers a budgeting guideline, though costs are not stable. Learners can also contact the College for advice on living expenses and other costs. Learners are encouraged to visit the following websites for further details:

- DAFT - [www.daft.ie](http://www.daft.ie)
- Find a home - [www.findahome.ie](http://www.findahome.ie)
- My Home - [www.myhome2let.ie](http://www.myhome2let.ie)
- The Independent – [www.independent.ie](http://www.independent.ie)

#### 2.4.4 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.

LINK: <https://www.irishimmigration.ie/coming-to-study-in-ireland/what-are-my-study-visa-options/how-to-apply-for-long-term-study-visa/>

All non-EEA learners, including those who do not require a visa, must register with their status with INIS (IRP Card) to get permission to remain in Ireland.

**1st time registration:** INIS has announced the launch of the Digital Contact Centre (DCC) for the immigration function of the Department, with effect from 24 October 2024. LINK: <https://portal.irishimmigration.ie/en/>

The DCC is a self-service portal that will enable immigration customers to book and amend first-time registration appointments, replacing the need for them to call a contact centre to arrange such an appointment.

**Renewal registration:** With effect from 04 November 2024, online renewals of permissions from all applicants nationwide should be submitted using the ISD online renewal portal. Applicants will not need to attend the Burgh Quay Registration Office in person to renew an immigration permission, unless it is deemed necessary.

LINK: <https://inisonline.jahs.ie/user/login>

For more information, please refer to:

- <https://www.citizensinformation.ie/en/>
- <https://www.irishimmigration.ie/>

#### 2.4.5 Employment for Non-EU Learners

Non-EU learners are allowed to work in Ireland but are subject to certain restrictions.

For more information, please refer to:

- <https://www.citizensinformation.ie/en/>
- <https://www.irishimmigration.ie/>



## **2.5 College Services**

### **2.5.1 Medical Cover**

Liffey College Services supports learners' health and well-being. Learners are required to have health insurance. Compulsory Medical/Health insurance is included in the college fees.

For more information, please refer to:

- <https://liffeycollege.ie/medical-cover/>

### **2.5.2 Protection of Fee 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 learners who have paid fees and enrolled in programmes of three months/12 weeks or more. The purpose of this is to protect learner course fees paid to Liffey College in the event of the College becoming insolvent.

For more information, please refer to:

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

### **2.5.3 Airport Transfer**

Liffey College offers learners an airport pick-up and drop-off service. For more information, please refer to:

- <https://liffeycollege.ie/airport-transfer/>

### **2.5.4 Accommodation**

Liffey College assists learners in arranging temporary accommodation prior to arrival. Learners who wish to avail of this service should inform the College at least eight (8) full weeks prior to arrival. For more information, please refer to:

- <https://liffeycollege.ie/accommodation/>

### **2.5.5 New Learner Induction**

New Learner Induction will take place during the first week of your programme. For more information, please refer to:

- <https://liffeycollege.ie/new-learner-induction/>

### **2.5.6 Reasonable Accommodation for Learners with Disabilities**

In keeping with the learner-centred ethos of Liffey College, the college will endeavour to support and facilitate any learner 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 learners 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. Learners may be required to produce written confirmation from a registered Irish medical practitioner of any medical condition or disability requiring additional supports in advance of commencing classes in Liffey College. 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 and/or a registered Irish practitioner.

Please be advised that Liffey College, 67 Harcourt Street, Dublin 2 is a listed building, does not have access for wheelchair users.

### **2.5.7 Career Guidance**

For more information, please refer to:

- <https://liffeycollege.ie/career-guidance/>

### **2.5.8 Study Assistance**

We assist learners with the development of a long-term educational plan that includes academic as well as career goals. For more information, please refer to:

- <https://liffeycollege.ie/learner-counselling/>

### **2.5.9 Social and Cultural Events / Excursions**

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

For more information, please refer to:

- <https://liffeycollege.ie/social-and-cultural-events/>

### **2.5.10 To Open a Bank Account**

While you're studying English in Ireland, you may need to have an Irish bank account. For more information, please refer to:

- <https://liffeycollege.ie/digital-current-account/>



## **2.6 Campus Facilities**

### **2.6.1 Reception**

The College Reception is located on the first floor of 67 Harcourt Street, Dublin 2. The reception is open for enquiries about the college, courses and general assistance for learners.

### **2.6.2 Administration Office**

The Administration Office is located on the first floor of 67 Harcourt Street, behind Reception.

### **2.6.3 Lecture / Teaching Rooms**

Liffey College fully satisfies the national legal requirements to operate as an educational premises and all classrooms in the college are fully equipped with WIFI, white boards and projection/TV facilities to support and supplement teaching. All of the teaching rooms have a dedicated teacher PC with direct access to the college online network sharing hub of supplementary materials. All classrooms are fully ventilated with heating facilities and natural light.

### **2.6.4 Learner's Portal/App**

At the start of their course, every learner is issued a unique Username and Password via email to access the learning platform as well as information related to their programme of study. This information includes details of their attendance, academic progress, course & study end dates, external/final examination, holidays, downloads/extra resources, message centre (communications), etc. If learners have not received any emails from the College, they should contact us immediately on:

- [info@liffeycollege.ie](mailto:info@liffeycollege.ie)

Watch the tutorial video:

- <https://youtu.be/qvTF5Ygp368>

### **2.6.5 Computer Lab**

The computer lab is fitted with computers, with the latest software applications installed. This facility is primarily intended for class preparation, projects, electronic communications, instruction and research. All computers, software and internet access are subject to fair and decent use.

### **2.6.6 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. Reference material is strictly Liffey College's property and may not be removed from the library at any time. Learners must



produce Personal/College ID (if applicable) to borrow any material from the library. It is solely the responsibility of each learner 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 learner with outstanding fines. Eating and drinking is permitted only in the learner common room located on 1st floor. Smoking is prohibited in any building in Ireland.

### **2.6.7 Learner Common Room**

Within the college there is a learner common room located on 1st floor. The learners have access to microwaves and water dispensing facilities. The area must be kept clean and tidy at all times. Learners should clean up after meals and use the bins provided to dispose of litter.

**Smoking is strictly prohibited in these areas.**

Learners are requested to keep their voices down and show respect for and cooperation with on-going classes nearby.

All learners 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 learners are encouraged to segregate any rubbish they may have.

### **2.6.8 Letter Verification System**

Most college letters now include a QR code to verify their authenticity and the verification system can be accessed here:

- <https://verify.liffeycollege.ie/>

The verification code is written on the letter and can be entered at the link above in order to verify its authenticity.

This is valid for the learners who has acceptance Letter and studying with the college.

If in any doubt, please contact the college during college opening hours (9 am to 5 pm) at +353 (0)1 444 444 7 or after opening hours (after 5 pm) at +353 (0)86 123 2008 – Mr. Haseeb Ahmed (WhatsApp).

Please feel free to give us your feedback on:

- [info@liffeycollege.ie](mailto:info@liffeycollege.ie)

### **2.6.9 Bicycles & E-Scooters**

Please be advised that Liffey College cannot accommodate learners' bicycles.

However, we do provide a designated area (in basement) for e-scooters, available on a first-come, first-served basis or e-scooters on our premises at 67 Harcourt Street, D2.



### **2.6.10 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 are a few gyms within walking distance of the college.

Learners 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 us via email:

- [info@liffeycollege.ie](mailto:info@liffeycollege.ie)

### **2.6.11 Toilets**

The college also provides adequate toilet facilities for both male and female learners as well as separate staff toilets. All ladies' toilets within the college provide separate sanitary disposal bins. The female restrooms are located on the second floor and in the basement, while the male restrooms are on the ground floor.

## **2.7 College Timetable**

All learners are required to follow the College timetable. The timetable can be found on college notice boards and on the Liffey College website; learner can take copies from reception. For more information, please refer to:

- <https://liffeycollege.ie/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**

Liffey College is fully committed to providing a harmonious working and learning environment in which employee and learners 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.

##### **3.1.1 Language**

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 learners 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 learners 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 learner progress.
- Where possible and appropriate, integrating information and communication technologies (ICT) into the curriculum in order to enhance learner 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 learners the opportunity of anonymously but formally assess the standard of teaching they receive.

#### **3.2 Admission**

The admission policy is designed to enrol learners 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





learner without giving any reason. Unsuccessful applicants may re-apply for admission the following term. Individuals' learners are issued with a specific start date, and no learner is permitted to attend class until all enrolment procedures have been fully completed. For more information, please refer to:

- <https://liffeycollege.ie/admission/>

### **3.2.1 College Admission Rights**

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

## **3.3 Course Fees and Refund**

The Course Fees must be paid in full. Funds will remain in the College client visa account until the learner's study visa application is determined. If the visa application is refused, the fee will be refunded in accordance with fee refund policy at Liffey College. For more information, please refer to:

- <https://liffeycollege.ie/course-fee-fee-refund/>

## **3.4 Change of Course**

This depends on the course and your visa requirements. For more information, please contact the college via email:

- [info@liffeycollege.ie](mailto:info@liffeycollege.ie)

### **3.4.1 International Learners**

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

### **3.4.2 Local /European Learners**

Learners not requiring a visa may change or withdraw from a course by filling out a course change form available at the reception desk. No changes can be processed by phone, or email. All course changes are subject to certain terms and conditions as assessed by management.

## **3.5 Complaints and Grievance**

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

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



Grievance procedures apply to all learners 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, the complainant may process a grievance through the college's Grievance Procedures process.

For more information, please refer to:

- <https://liffeycollege.ie/complaints-grievance/>

### **3.6 Attendance and Punctuality Policy & Procedure**

Regular attendance and punctuality is an integral and crucial part of the learning process. Learners 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). Learners 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 on site and/or on our website:

- <https://liffeycollege.ie/attendance-punctuality/>

#### **3.6.1 Absenteeism and Expulsion**

Failure to comply with any academic or disciplinary policy conditions may result in the learner's suspension and/or dismissal.

Liffey College follows a minimum attendance standard of 85% as recommended by the ILEP. Learners who fail to achieve the required standard may not be allowed to pursue their studies. Please refer to our Attendance Policy and INIS/GNIB standards for further information.

A Warning Note is normally issued to any learners not fulfilling their rights and obligations adequately. Warnings can be both written and/or via email and/or verbal, serving as reminders to learners of the importance of both academic and behavioural improvement. Learners who show no improvement will face more serious consequences such as suspension and/or dismissal/expulsion.

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

- <https://liffeycollege.ie/absenteeism-expulsion/>



### 3.6.2 Sick and COVID Leave

Learners requiring any planned or unplanned leave, or any form of absence, through illness or otherwise, must inform the College of the intended absence as soon as possible. More information is available on site and/or on our website:

- <https://liffeycollege.ie/sick-leave/>

### 3.7 Holidays and Breaks/Bereavement

Learners must follow the College timetable with respect to their holidays. For example, learners must take the 2 weeks of Christmas holidays if their course falls during this period. If their course does not fall during this period, learners will be given 1 week of holidays at the start (induction's week) and 7 weeks at the end of their course.

Learners 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 **the learner should request holidays through their learner portal/login:**

- <https://student.liffeycollege.ie/home>

Please see the instructional video here:

- [https://youtu.be/CBwAQ\\_OnUds](https://youtu.be/CBwAQ_OnUds)

Before a holiday request can be granted, learners must have completed at least 12 weeks of study and have an attendance percentage of at least 85%. For more information, please refer to:

- <https://liffeycollege.ie/college-calendar/>
- <https://liffeycollege.ie/holidays-breaks/>

### 3.8 Equal Opportunities/Non-Discrimination

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

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

Liffey College undertakes to review and monitor the Equality Statement regularly, at least annually, to ensure consistency and fairness. Any staff member or learner found guilty of breaching this policy will face disciplinary proceedings.

### 3.9 Copyright

Learners of Liffey College are expected to adhere to the provisions of the copyright law of Ireland and the European Union. Learners 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. Learners may not attempt to reproduce these without notifying the college nor may they distribute copies of such materials for sale or rent.

### **3.10 Computer Use**

Learners are required to read 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. Learners may 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. Learners can only use the internet for educational purposes. Extreme care should be taken when using information from the internet and learners 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 learner 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.

In addition:

- Learners 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.
- Learners 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.

### **3.11 Personal Device Use**

The use of personal technology such as mobile phones for personal or non-academic purposes during class is considered a violation of the college's Acceptable Use Policy. Furthermore, use of a mobile phone camera for taking images and/or making videos without prior consent on the college premises is expressly forbidden.



### **3.12 Food and Drink**

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

Food and drink are strictly forbidden in all areas of the college except the Common Room.

### **3.13 No Smoking**

To promote the health and well-being of all Liffey College's staff and learners as well as maintain a clean environment. It is forbidden to smoke inside the college campus.

Smoking is only allowed in designated area located in the backyard, accessible through the basement.

### **3.14 Parking**

Liffey College does not have any on-campus car parking facilities. Off-road and street side parking is subject to traffic and parking regulations at user's risk. For more information, please refer to:

- <https://liffeycollege.ie/facilities/>

### **3.15 Drug and Alcohol**

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

Learners 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.

Learners found in possession of or selling illegal drugs or alcohol will be expelled from the college and reported to the appropriate authorities.

### **3.16 Health and Safety Guidelines**

Liffey College expects all learners to follow good hygiene practice in order to prevent the spread of communicable diseases.

Learners 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.

Learners should not attend class when they are ill so as to avoid the risk of others becoming infected. For more information, please refer to:

- <https://liffeycollege.ie/health-safety/>



### **3.17 Statement on Bullying/Harassment**

The College is committed to creating and sustaining a positive and mutually-supportive working environment where both staff and learners 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.

#### **3.17.1 Policy**

Bullying or harassment of staff and learners is unacceptable behaviour at any time. 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 learners 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 learner feels that they are being subjected to harassment, management/administration should be notified immediately. Complaints of harassment can be reported either informally or formally using the learner complaint form, which is available on the portal. The College assures learners 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. Liffey College has a zero-tolerance policy towards such behaviour 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 learners to develop and achieve their full potential. Any act of bullying causing distress to learners including threats, Violence, insults, taunts, intimidation, or cyberbullying is regarded as a serious offence and will be dealt with severely.

Any learner responsible for harassment (including bullying) may receive a verbal warning, a written warning, suspension, or even expulsion. Any learner responsible for harassment may also face legal proceedings as a result of their action.



### **3.18 Visitors**

Learners will need to sign in at reception prior to attending classes or visiting college. Outside the hours of lecture, all learners wishing to use the college resources need to seek permission from the reception by presenting their learner ID number.

All visitors entering Liffey College must stop at the reception and sign the visitors' logbook before being permitted to proceed further into the building. Learners are not allowed to bring any guest at any time on the college premises without informing the college, under 18 are not allowed. Those responsible for violating the Visitor Policy will face disciplinary procedures.

### **3.19 Litter**

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

### **3.20 Privacy Rights**

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

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

### **3.21 Change of Details**

Learners' records are updated. 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 (via email on [info@liffeycollege.ie](mailto:info@liffeycollege.ie)) so as to avoid mistakes.

Learners/Learners 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/learner to provide such notification.

### **3.22 Pets**

Learner safety is of significant importance to the college. Pets are not allowed anywhere in the college at any time. Learners violating this policy will be responsible for any injuries caused to others and financially responsible for any damage to the College.



### **3.23 Children on Campus**

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

Unfortunately, the college cannot be responsible for any mishap regarding children's safety and actions on campus. Children under 18 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.

### **3.24 Classroom Policy**

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

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

All learners should arrive in class on time to avoid any disruption after the lecture has begun. Learners who arrive late will not get attendance and may not be allowed by the College or their tutor to attend class that day. If allowed to attend class they will still not get attendance. Learners leaving class before the class is over will also forfeit their attendance. Liffey College conducts regular spot checks in the classroom without warning to prevent fraudulent practices.

Learners are encouraged to actively participate in class discussions and activities, while respecting the views and opinions of others.

Learners must show up to class with appropriate materials, such as a notebook, pen/pencil, and an electronic device to access the Liffey College online system and e-learning platform. Although the e-learning platform works with a mobile phone, Liffey College recommends that learners bring a laptop or tablet.

Learners must always show respect to other classmates and their tutor. Constantly talking or whispering or leaving and re-entering the class repeatedly will not be tolerated.

All learners are expected to be attentive during class. Electronic devices should be used for study purposes and not for personal, work or social reasons such as scrolling social media, etc.

Food and drink are not allowed in classrooms with the exception of bottled water. Please enjoy your meals outside class hours, as eating during class can be distracting for tutors and fellow classmates.

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





Learners found in violation of the Classroom Policy may receive warnings. Failure to comply with any academic or disciplinary policy conditions may result in the learner's suspension and dismissal.

### **3.25 Campus Posting**

Learner notice boards are provided by the college to give learners freedom of expression and the opportunity to post 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 must be handed over to reception. Administration will decide if the poster/notice is permissible.

All notices to be posted must comply with the non-discrimination policy and must not have any content that may promote violence or abuse. Learners are not allowed to post any kind of notices on their own. Learners 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 learners' progress or deemed inappropriate will be removed.

### **3.26 Class Representatives**

Class representatives serve as a means of communication between learners and administration. They are elected during the course.

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

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



## 4. Learner Feedback

Liffey College also conducts regular Learner Feedback. These surveys allow all learners to rate all aspects of their course and experience of the college. Feedback is conducted regularly with full-time learners, while part-time learners complete the survey in their final week of study. These surveys are anonymous, although learners also have the option of including personal information should they wish to do so.

In addition, learners are invited to leave any ideas/suggestions they may have:

- <https://apply.liffeycollege.ie/form-builder/form/1-4F48JBCHHE9E4AEG9DB3>

Again, this is anonymous and treated in a confidential manner.

Learners are encouraged to communicate with the college for issues that concern their academic progress and wellbeing. Please use the Support Services Booking Form (1.1) - General English Learners forms available at this link:

- <https://student.liffeycollege.ie/form-builder/form/1-EA9C7A2L8MF3F3JM8DL8>

Any complaints, concerns:

- <https://apply.liffeycollege.ie/form-builder/form/1-G9H886B1LHK647H1129D>

will be treated in strict confidence.

More information please use learner login and see the college calendar for dates:

- <https://student.liffeycollege.ie/home>



## 5. Educational Policies & Procedures

### 5.1 Examinations

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

**NOTE:** Prior to the start of the course, learners 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:

- <https://liffeycollege.ie/final-examination/>

#### 5.1.1 Internal Assessment/Examinations

Learners' progress is monitored continuously through weekly reports, accessible via the student portal, with regular feedback on their performance and areas for improvement. Formal Progress Tests are conducted every 6 weeks, assessing both speaking and written skills, based on CEFR criteria.

If a learner disputes their test results, they should first speak with their teacher. If unresolved, the matter can be escalated to Academic Managers, and a grade appeal process may be initiated, involving a review by two teachers.

At the end of the 25-week programme, learners must take an externally assessed final exam. The exam date is fixed at enrolment and cannot be changed, with certificates taking up to 4/5 weeks to be issued (subject to change).

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

- <https://liffeycollege.ie/internal-assessment-examinations/>

#### 5.1.2 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.

### **5.1.3 Procedure for Dealing with Assessment Malpractice**

An assessment malpractice is any act or practice, which brings into question the validity, or integrity of the assessment process and which normally arises due to one or more nonaccidental factors. Malpractice committed by a learner during the course of the assessment process includes but not limited to plagiarism and inappropriate behaviour. If an Assessor suspects assessment malpractice, he/she should report it immediately to the Centre Director/Programme Manager for investigation. Where an Assessor suspects assessment malpractice at the draft stage of assessment, he/she should indicate such to the learner and give them an opportunity to amend/alter the work. If a learner fails to amend the assessment material submitted for the final deadline, then the learner's work will be withdrawn and the learner will be informed.

Examples of assessment malpractice activities include:

- Learner plagiarism i.e. passing off someone else's work as the learner's own with or without permission. This may involve direct plagiarism of another learner's work or getting another individual to complete the assessment activity.
- Any source, published or unpublished, should not be copied without proper acknowledgement.
- Copying a written source with only minor changes should be acknowledged. Any information taken from a website must be acknowledged.
- Impersonation of another learner Fabrication of evidence
- Alteration of results
- Wrongly obtaining secure assessment material e.g. examinations
- Behaving in any way such as to undermine the integrity of the Assessment Process

For more information, please refer to:

- <https://liffeycollege.ie/images/Assessment%20Handbook.pdf>

### **5.1.4 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

### **5.1.5 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.

### **5.1.6 Academic Warnings**

if their performance is deemed unsatisfactory. Depending on the severity of the situation, they can receive a verbal warning, written warning, suspension, or, in extreme cases, expulsion.

### **5.1.7 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 learners, tutors will be available to discuss these with learners who wish to query their assessment outcome or who require assistance with understanding their assessment outcome. Where a learner is dissatisfied with the application of the assessment process in relation to their work the following appeals procedure applies. Learners 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.



## **6. Campus Safety**

### **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 learner 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, learners 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 learner of the College is found to be armed, attempts should be made by other learners or staff members to report the fact to the administration for an immediate security response.

### **6.2 The Right to Search Learners**

#### **Can my college search me without my consent?**

YES, but only under certain circumstances. Firstly, 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 bulky for drugs based only on the look of the bag.

### **6.3 Violent Behaviour**

Violence of any type is unacceptable at any time. Any assault or violent behaviour should be reported to a staff member or the administration immediately. Learners 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. If deemed serious it may result in immediate expulsion and involvement of An Garda Síochána. A list of emergency telephone numbers including Ambulance, An Garda Síochána, Fire Services is available from the reception and/or the notice boards. For all emergencies the numbers are 112 & 999



## 6.4 Accidents and Medical Emergencies

In case of injury or any medical emergencies, learners are required to remain calm and contact the admin office or Reception immediately for appropriate procedures. Learners 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, learners 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. Please proceed to Reception immediately.

**First Aiders:** Haseeb Ahmed, Shruti Sharma, Everton Tadeu, Andrea Boveda

**First Aid Kit:** Available at the reception on the first floor

## 6.5 Fire and/or Fire Drill

In the event of a fire outbreak, the smoke detector system will initialise the fire alarm. All learners should evacuate the building immediately using the emergency exit route via the Emergency exits. Learners 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 tutor/fire warden(s).

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

- <https://liffeycollege.ie/fire-evacuation-procedure/>

## 6.6 Learner / Learner responsibilities

Learners are obliged to make themselves aware of, and comply with, Liffey College rules and regulations. Learners must equip themselves with such books, stationery, equipment and materials as are 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.

## **7. Learner Charter**

Liffey College is committed to excellence in contributing to the vitality of communities through integrity, leadership and service. The College enhances student learning and personal development by creating conditions that motivate and inspire learners 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 that equip people for success full living, lifelong learning, and work in a global knowledge-based economy. Liffey College endeavours to be distinguished as an educational institution through excellence that provides developmentally appropriate and supportive opportunities challenging our learners to become Responsible, Resourceful, and Reflective and fulfil the college mission to lead productive and fulfilling lives.

The establishment and maintenance of such an environment requires engagement and commitment from each member of the College. The Learner Charter is underpinned by Liffey College's policies and procedures and sets out expectations from both learners and the College, across the range of service provision by the College and learners' experience in a professional capacity. The College and its learners are seen to have a mutually dependent and beneficial relationship that requires both parties involved to be familiar with the Charter in order to meet expectations on both ends.

### **7.1 What Learners Can Expect from The College**

- A harmonious learning environment for learners to maximise their full potential and to contribute to success of the college, irrespective of their gender, race, disability, sexual orientation, religious belief, marital status, or membership of the travelling community.
- System of diverse and transparent communication for a highly efficient and effective service.
- Clear and accessible information about relevant college structures and staff roles.
- Provision of accurate and updated information about its programmes, classes, assessments, events, policies and procedures, facilities and services.
- Clear guidelines of expectations from learners in class and throughout the duration of the programme.
- A well-resourced and properly planned learning and teaching environment.
- Adequate facilities to support the education and training programmes.
- A technological learning environment having regard to pedagogical and assessment-related developments.
- A commitment to protect the integrity of assessment policies and procedures.



- Provision of appropriate, easily accessible and flexible resources for learners to take responsibility of their own learning.
- Provision of timely and constructive feedback on their academic performance.
- Opportunities to provide formal feedback about the college and its services.
- Opportunities to discuss any issues that may arise during the programme with relevant staff.
- Resolution on any queries/issues/appeals and assessments as efficiently as possible.
- An effective formal complaint procedure.
- An effective formal appeal procedure.
- Support and assistance in helping learners achieve their objectives.
- Sympathetic and reasonable attitude to complaints to ensure that fairness is accorded to all parties.
- Reasonable accommodation as much as possible to meet learners' specific needs to ensure inclusion as per the equality legislation.
- Access to a broad range of opportunities to enhance learners' personal and professional development.
- Managing learners' confidential information with the highest standards of security and confidentiality, in accordance with the Data Protection Acts.
- Protection for learners in line with requirements of legislation.
- A quality assured learning environment which promotes a regime of continuous improvement.

## **7.2 What The College Expects from The Learners**

- Take responsibility of their behaviour and conduct themselves in a respectful manner towards the college staff and other learners, in line with Liffey College's rules, regulations and policies.
- Treat others with respect and honesty, paying attention to equality and inclusivity for all.
- Take responsibility for understanding their responsibilities and programme requirements.
- NOT engaging in any behaviour or activity that may damage the good name and reputation of the College.
- NOT engage in any inappropriate behaviour that may affect the physical or emotional health and wellbeing, safety, rights and/or dignity of other learners or staff.
- Contribute towards creating and maintaining an atmosphere that is conducive to learning for all.
- Ensure awareness of relevant communications at all times by regularly checking emails and other relevant sources of information made available.
- Keep updated contact details ensuring accuracy of information provided to the College.
- Engage in communication with the College in a timely and constructive manner, with courtesy and respect.



- Taking ownership of their own learning.
- Commit to the chosen programme of study with regular attendance and active participation in class as required.
- Feedback from learners in both formal and informal manner with regard to improvement of services.
- Take responsibility for bringing any issue encountered to the attention of the College.
- Respecting assessment rules and regulations and submit assessments within allocated deadlines and using the required mechanisms.
- Ensure originality of their work by exercising integrity and honesty.
- Establish a productive working relationship with the College and take responsibility for proactively seeking relevant information and support as/if required.
- Comply with copyright regulations.
- Make good use of the services and facilities provided by the College while taking initiatives to comply with relevant policies and procedures.
- NOT make any false/malicious complaint or allegation against any other learner or staff.
- Use mechanisms provided by the College for appeals, complaints or seeking information, providing full and accurate information while respecting the integrity and confidentiality of these processes.

**NOTE:** The list of expectations expressed herewith with regard to both the College and its learners is not exhaustive, but a fair representation of aspired and recognised needs. The Learner Charter does not impose any legal obligation on the College, its staff or learners. The Learner Charter should be read in tandem with the policies and procedures outlined in the College's Quality Assurance Manual which is also found in the learners' handbook and the College's website.



## **8. 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.