



ICHAS

Section 8 - Student Supports

Subject:		Policy on Accessing General Student Services	
Applicable Standard	QQI	Core	Supports for Learners
Date Approved by Board of Directors:			July 2019
Policy Version	1/2019	Date due for Revision	February 2024

CONTEXT

The College is committed to supporting students through their programmes of study, providing appropriate information and support structures to enable them to achieve their own potential. This is not only a commitment of the College, but relevant national and international guidelines require that such supports are provided. While students engage directly with lecturers relating to module - specific academic queries, and with Programme Directors and the relevant Director of Studies in relation to academic issues relevant to their modules or programmes; most other queries are dealt with by the Office of the Registrar, which is the unit responsible for the co-ordination of learning resources and learner support. The College also provides support through a range of linked services, outlined below (see linked policies & procedures, below).

POLICY STATEMENT

The College is committed to the provision of adequate and appropriate general services to support them in their educational journey. The College provides student supports to all students and ensures equitable access to additional services where needed by students and where practicable to do so. The College ensures that it provides clear and accessible information on how to access supports and supports learners to seek and avail of appropriate supports, while being mindful of their rights to privacy and autonomy.

SCOPE

Applies To	Staff	Students	Both	
		✓		
Responsible for Implementation	Vice President (Corporate Affairs) Vice President (Academic Affairs)			
Responsible for Monitoring & Review	Vice President (Corporate Affairs)	Vice President (Academic Affairs)	Registrar	Quality Assurance & Enhancement Officer
				✓

RELEVANT GUIDELINES/ POLICIES INFORMING THIS POLICY

- Quality and Qualifications Ireland (2016), Core Statutory Quality Assurance (QA) Guidelines, Section 7.
- European Association for Quality Assurance in Higher Education (ENQA) et al. (2015), Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG), 2nd edn., Section 1.6.
- Quality and Qualifications Ireland (2016) Statutory Quality Assurance Guidelines Developed by QQI for use by all Providers
- European Association for Quality Assurance in Higher Education (ENQA) et al (2015) Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG).
- Quality and Qualifications Ireland (2016) Sector Specific Statutory Quality Assurance Guidelines Developed by QQI For Independent/Private Providers Coming To QQI On A Voluntary Basis
- Government of Ireland (2012) Qualifications & Quality Assurance (Education and Training Act).
- Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation) (Text with EEA relevance)
- Government of Ireland (2018) Data Protection Act 1988 Revised 2018.
- QQI NStEP - National Student Engagement Programme (available at: <https://www.qqi.ie/Articles/Pages/NSTEP.aspx>; accessed on June 4th 2019)

Linked Policies and Procedures

Linked Policies	Policy on Teaching and Learning Policy on Learner Induction and Orientation Policy on Access, Applications and Admissions
Linked Procedures	Procedures associated with Accessing General Student Services Procedures associated with Teaching & Learning Procedures associated with Learner Induction and Orientation Procedures associated with Access, Applications and Admissions