PROVIDER NAME:	CCT College Dublin (CCT)		
POLICY AREA:	Standard 9: Learning Resource and Student Support		

Policy and Procedure Title: Academic Supports	Policy No: CCTP901	Version: 1.2

Policy Statement

CCT recognises the need to balance the requirement for higher education promoting self-directed learning and development with the provision of a nurturing and supportive learning environment that enables and empowers learners to attain their potential. The College requires all learners to demonstrate a commitment to their studies through high level attendance, strong in-class participation, and appropriate engagement with assessment activities. The College will support this through its commitment to   the provision of adequate and appropriate academic supports to learners to facilitate them successfully completing their studies.

Learner support operates in several ways and at varying levels within CCT. A culture of constant interaction between staff and students is fostered and actively promoted at all levels in the College. The existence of an 'open-door' policy and approach, at all levels, is communicated to new staff at interview and induction stages as an expectation the College places on all staff. The open-door policy is communicated to students from induction and throughout their studies. The underlying rationale of this policy is to ensure that the priority is always the student.

This policy will be monitored and reviewed on a regular basis (at least once each academic year) to ensure and enhance the effectiveness of the resources available to support student learning.

Staff Involved

All full time and part time faculty within CCT, School Manager, Dean of School, Librarian, QA Officer, Faculty Coordinators, Head of Student Services

Procedure Outline / Method(s) used to carry out this procedure	Responsibility of	Evidence generated by this procedure to ensure its effectiveness
1. Academic Supports provided by CCT **Faculty** CCT recognises that, in order to facilitate learners fulfilling their potential, additional academic guidance and support may be required. Academic support is largely facilitated through the academic faculty but can also be arranged through the learner contacting the Faculty Coordinator, the Head of Student Services or the QA Officer. Academic support for students spans the following main levels at CCT: Class/Module, Lecturer, library and College. In addition to basic programme design and delivery, college faculty and staff have an obligation to provide constant	Faculty	Student Survey Minutes from Student Rep and Student

academic support to all learners. This involves assisting learners from all types of educational and cultural backgrounds to guide, clarify, support, and help meet course assessment requirements. In particular, the Class Lecturer(s) and library staff would be the most appropriate authorities in this regard. Appointment consultation times are sometimes necessary in busy periods (for example: exam times) with the appropriate personnel, otherwise and normally, students can get support whenever they wish.		Services meetings E-mail and other communications
One of the main responsibilities of a faculty member is to provide support to students on the programme. The purpose of academic support is to offer students advice and help regarding any general or subject specific academic challenges they may experience during their studies.		
Faculty can often identify where a learner may benefit from academic support. It is the responsibility of faculty to highlight to the Programme Leader any learner who may fall into this category. Indicators may include, but are not restricted to, low level attendance or class participation, under performance in assessment, late or non-submission of assessments, academic impropriety, and in some instances, the visible distress of the learner. In particular, any learner that shows a decline in their engagement, interaction, or performance should be highlighted.		
It is also the learner's responsibility to communicate when they feel they require additional academic support. In such cases they should approach the most suitable member of faculty or the Faculty Coordinator to express this and make arrangements. Learners are advised of this at induction and regularly throughout their studies.	Learners	
Library and Library Services Academic support may also be provided through the library. Specifically, the Librarian is responsible for: • Inducting all learners into the library and providing them with support for its ongoing use • Ensuring that learners are able to access the resources identified on module reading lists • Answering library related queries • Supporting learners in accessing relevant materials including obtaining those not available in the library, where practicable and within copyright • Supporting learners in developing academic writing and research skills	Librarian	
The College provides study skills supports through the Library service to supplement that incorporated into programmes of study. This provides practical support and guidance for all learners with their academic writing and research requirements. Learners can request additional study skills guidance through the library service at any stage throughout their studies. The sessions address matters such as: • Academic writing • Referencing • Report writing • Literature Research skills • Note taking • Study skills • Time management		

• Revision and examination techniques		
Placement Supervisor Where learners complete a placement as part of their programme of study they will be assigned a CCT faculty member to act as placement supervisor. Supervisors are subject matter experts in the discipline of study being undertaken by the learner and are familiar with the programme content and the module requirements to which the placement relates. It is their responsibility to provided information and guidance on a one to one basis and in small groups to support learners in completing their placement and any written assessment associated with this. Specific responsibilities of supervisors are determined by the Programme Leader but as a minimum the supervisor will: • Be a point of contact for the learner throughout their placement • Visit, support and assess the learner in the context of the placement • Provide regular feedback and guidance to the learner throughout placement • Alert the Programme Leader to any learner who presents as experiencing difficulty in placement • Full information is available in the CCT Work Placement Allocation, Support and Quality Assurance Policy.	Supervisors	Student feedback External Examiner report
Project Supervisors Many learners in CCT are required to undertake a capstone project as part of their studies and will be assigned a supervisor either on a one to one or on a small group basis, depending on the requirements of the module in accordance with the CCT policy on Project Supervision. Where relevant, allocation of supervisors takes place after learners have submitted their proposals to ensure supervisors are appropriately qualified and experienced to support their learners in the specifics of their chosen project. The role of the supervisor varies according to the programme and the module and is communicated to learners through programme specific information but, at a minimum, a supervisor will: • Provide, support and guidance to the learner in relation to their project • Monitor learner progress and encourage the learner to make regular draft submissions • Provide feedback on draft submissions including recommendations and study skills support • Advise on the breadth, focus and methodologies selected by the learner • Assess the project and any associated presentation, as applicable		
English Language Support CCT provides English Language support studies as required by any higher education learners. This supplements full-time study for international students where it is required. Learners wishing to avail of English Language support studies are required to notify the Faculty Coordinator who will liaise with the Dean for Administration and Finance to arrange this.	Learners Faculty Coordinator Dean for Administration and Finance	
Quality Assurance and Monitoring The Head of Student Services chairs the meeting of the Student Services Committee which seeks to establish the level of satisfaction with the services provided. In addition, the satisfaction with and suitability of supports provided is	Head of Student	

monitored and evaluated through student and graduate feedback through the Learner Satisfaction survey and Graduate survey, and feedback and results form part of the Annual Monitoring Report prepared by the Heads of Faculty. The Programme Board and Board of Examiners will also consider the suitability of project supervision and placement supervision supports. Any recommendations from faculty, External Examiners, analysis of learner performance, or other indicators will inform the ongoing provision of academic supports and their format. The QE Committee also seeks an annual report from the Head of Student Services.	Services Board of Examiners Programme Board QA Committee	Annual Report

Monitoring		
Monitor (Job Title)	**Frequency**	**Monitoring Method(s)**
Dean of Academic Affairs Dean of School Head of Student Services	**Annually**	Review of minutes from Programme Board meetings Review of Minutes from student services meetings Annual Monitoring Reports External examiner reports Learner performance results analysis / Board of Examiners Student Services Annual Report Student Satisfaction Survey Graduate Survey

POLICY CONTROL SHEET

Policy Title	Academic Supports
Responsible Officer(s)	Dean of School, Dean of Academic Affairs
Issuance Date	August 2017
Effective Date	August 2017
Last Review Date	July 2019
Supersedes	Version 1.0
Next Review Date	August 2024
Designated Reviewer(s)	Dean of School, Dean of Academic Affairs, Head of Student Services
Scope	Internal staff (full and part time);

Revision History

Revision	Approval Date	Revision Description	Originator	Approved By
New Policy	August 2017	New policy to provide detail of the specific supports available to learners in a standalone policy. CCTP901 was previously entitled Facilities Policy.	Dean of Academic Affairs	Academic Council
Version 1.1	March 2018	Minor updating to cross reference to work placement policy and project supervision policy. Originally numbered as CCTP901A, now CCTP901.	Dean of Academic Affairs	Academic Council
Version 1.2	Sept 2019	Edits to reflect changes in organisational structure	SMT	Academic Council

References upon which the Policy section is based

CCT Policy area	Learner Resources and Student Support
Statutory & System Wide Basis	The Irish Qualifications and Quality Act (Education and Training), 2012; European Standards and Guidelines for QA in the European Higher Education Area, Relevant QQI Standards and Guidelines
Related CCT Policies / Forms	CCTP517 – Work placement Allocation, Support and Project Supervision CCTP507 – Project Supervision