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

Policy and Procedure Title: General Student Services, Pastoral, Disability, and International Learner Supports	**Policy No**: CCTP902	**Version:** 1.2

Policy Statement

CCT acknowledges the challenges learners face in completing a programme of study and the specific challenges faced by different groups of learners. As the College has evolved it has increased investment in learner support services and in 2016 appointed a Head of Student Services with the responsibility for the management, implementation, monitoring and enhancement of learner support services and promoting the development of a rich learning community within CCT.

CCT prides itself as being an inclusive education provider offering higher education opportunities to adult learners from diverse backgrounds. The provision of services to support learners reflects the diversity of the student body and the specific needs of individuals and groups.

Learner Support Services in CCT is broken down into:
- Academic support
- Pastoral support
- Guidance and counselling
- Careers support service
- Additional learning needs and disability support
- Attendance support
- Technical support
- General learner services
- Health and Welfare Support, and
- International Learner Support.

All staff have a responsibility to promote the health, wellbeing, progression and success of all learners within CCT. The Head of Student Services takes the lead role in ensuring appropriate and fit for purpose supports are in place. The Head of Student Services undertakes annual monitoring of support services and presents a report to the QA Committee and the Senior Management Team detailing the take up of services and proposing further enhancements.

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

Staff Involved

All full time and part time faculty and staff 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. Pastoral Support Service New learners attend an induction session, where the key personnel of the College meet with the learners, outlining their individual roles and responsibilities and how the learners are likely to interact with them. The responsibilities of learners are outlined to them while also emphasising the supportive and nurturing environment of the College and the support services available. The learners are advised about the College's Personal Tutor programme. The main responsibility as a personal tutor is to listen to the student and provide personal advice and guidance with the overall goal of personal development constantly in mind. Learner retention and progression are identified as the critical success factors in this regard. The College is mindful of the sector trend of high levels of learner attrition in year one of higher education programmes and therefore proactively engages with learners through the personal tutor programme from the outset of their studies. Learners are encouraged to request meetings with a personal tutor at any stage that they feel they require it or would benefit from it. It may be the case that learners disclose personal and sensitive information to a Personal Tutor, member of staff or the Head of Student Services. Such information may be referred to a member of the College Management team in order to ensure the appropriate supports can be provided to the learner in question or where it is felt there may be a risk to the learner or others. Learners are advised of this. Any information shared is done so securely, and only to those designated staff that need to know in order to protect the interests of the learner and the College. An annual evaluation of this service is carried out by the Head of Student Services for submission to the QE Committee and evaluates the effective of the system in promoting the personal development of the student. Examination statistics and student retention rates are also used as evidence to validate the effectiveness of the process, as well as results of Learner surveys.	Learners Lecturers Personal Tutors	Minutes from Student Rep and Student Services meetings Learners Surveys E-mail and other communications Annual Reports
2. Guidance and Counselling Service CCT offers a subsidised off-site counselling service to its learners, provided by a fully accredited and experienced Counselling healthcare centre, catering for counselling on a wide range of issues and difficulties. The Head of Student Services is the point of liaison for learners who wish to access this service. If personal tutors feel a need arises for intervention by a counselling professional, the learner is consulted with and encouraged to meet with the Head of Student Services for a confidential discussion with a view to arranging an appointment with a suggested professional. A student may also make a direct approach to the Head of Student Services in instances where he or she feels they would benefit from counselling supports. In all case the Head of Student Services facilitates the learner accessing the appropriate services.	Head of Student Services	

The personal tutor(s) or Head of Student Services maintain contact with the learner throughout the process of counselling while recognising the right to privacy and confidentiality. At no point is the learner required or asked to disclose any information pertaining to their interactions with a counselling service. A record of learner support meetings is retained on the learner file. There are currently two fully-qualified and registered counselling psychologists available through CCT for consultation with students. On a discretionary basis, the College may agree to subsidise up to the first four sessions with a counsellor and partially subsidise sessions thereafter.		
3. Careers Support Service CCT has a dedicated Placements and Careers Support Service. The main functions of the Service are: • To develop and promote the Careers Service both within and outside the College and to consult with members of staff concerning students, their employment and career development, • To fully undertake a practitioner role in all aspects of placement and careers advisory work and to contribute to individual careers counselling and guidance, • To ensure the efficient management of the careers services and the monitoring of performance in relation to service provision, • To liaise with relevant employers and recruitment consultants outside the college in monitoring full-time and part-time placement, job and career opportunities within the IT and Business industries, • To conduct annual graduate surveys a provide a summary report to Academic Council • To report annually to the QE Committee and the Senior Management Team. Learners are introduced to the Careers Service from the outset of their studies and are encouraged to access the service. Any learner who wants to secure career guidance, placement support or employment preparation and progression support makes an appointment directly with the Careers Service. The Placement and Careers Support Service is monitored through student and graduate feedback, from the respective surveys, the results of which form part of the annual report. In particular, the Careers Officer surveys graduates and where possible employers of graduates to monitor and review how graduates perceive the college and how employers perceive graduates of the college. Results of these surveys help evaluate this service and form part of the annual monitoring process. The CCT Alumni Association provide the opportunity for regular contact between the College and its former students. One of the main objectives of maintaining these links is to receive crucial information to help develop and enhance the programmes delivered at the college. The Careers Officer generates and submits an annual report to the QE Committee	CCT Careers Service Learners	

	Careers Service

CCT also employs the expertise of the individuals and organisations for structured and embedded careers support on CV Preparation, Job-seeking skills training, and globally recognised Personal Development programmes where the need is identified.

4. Facilities for Learners with Additional Learning Needs or Disability

CCT supports the implementation of the AHEAD Charter for Inclusive Teaching and Learning and reflects this in quality assurance policies and procedures and the teaching, learning and assessment practices of the College.

The College is committed to promoting access for people with disabilities and additional needs. The College will support any learner with physical disabilities, sensory impairments, specific learning difficulties, special psychological needs, and / or medical conditions that can have an impact on day-to-day activities to engage in and successfully complete CCT programmes, as far as is reasonably practicable, and within any constraints laid down by QQI or relevant professional bodies.

Applicant learners with any disability or additional needs requiring special assistance by the College, should firstly meet the minimum academic entrance requirements or equivalent for the programme for which they are applying. The application to the College must be made directly to the College and include documentation relating to the disability or additional needs. The applicant will be invited to discuss their additional needs with the College to determine the level of assistance required from the College and the viability of the learner's participation in the programme. CCT always make every effort to ensure that any applicant with a disability or additional learning need (having met the academic entry requirements) can participate in the programme, as far as is reasonably possible, and as the College facilities and resources permit.

The CCT premises has two lifts, and the most updated range of accommodation for physically disabled learners. The building was awarded the Disabled Access Certificate (DAC), to comply with Building Regulations (Part M), issued by the Building Control Authority.

Where a potential learner discloses a disability or specific learning need Admissions will notify the Head of Student Services and the applicant will be contacted by the Head of Student Services or the QA Officer to discuss their requirements and identify how they may be accommodated. Wherever it is deemed reasonable, CCT will offer additional supports. Similarly, CCT will take steps to encourage learners with progressive conditions, or who become disabled during their programme of study, to continue their studies.

It is the responsibility of the learner to disclose their additional needs or disability at the earliest opportunity to enable the College to assess the ability to provide the accommodations required. CCT may request the learner to provide an up to date needs assessment from an appropriate consultant or specialist advisor.

CCT encourages disclosure at the application stage. Where a learner fails to disclose additional needs or a disability at the application stage, CCT cannot be held liable for inability to provide the additional supports required. Learners who did not disclose at the application stage but wish to do so during their studies are required to notify the Head of Student Services or the QA Officer. The learner will be required to furnish the College with official reports, normally not more than 5 years old, that confirm their disability or learning need and detail the supports required. The Head of Student Services and QA Officer will review the submission and seek to determine the accommodations that can be made. The learner may be required to attend a meeting to discuss the accommodations. Where accommodations are for the purpose of assessment only, the QA Officer will manage the application and liaise with the learner. CCT maintains the policy

The right-hand column values:
- **Head of Admissions** (aligned with the applicant/admissions paragraphs)
- **Head of Student Services / QA Officer** (aligned with the disclosure paragraphs)

(CCTP506), to examine each case on an individual basis, and provides reasonable accommodation within the assessment regulations of CCT and QQI to meet the needs and requirements of any learner requiring special consideration. CCT recognises that it does not have the professional expertise to deal with all additional learning needs or learning disabilities. The college avails of support from the National Learning Network, who can provide expert guidance, support, and assessment on any learner requiring their services. Critically, the NLN can provide professional expertise and advice to CCT in levels of necessary accommodation to be provided by CCT, as far as the college infrastructure allows. Referrals are made via the QA Officer or Head of Student Services. Any learner with additional needs or a disability is also supported by the Head of Student Services who acts as a point of contact throughout the duration of their studies, meeting with the learner on a one to one basis regularly.	Head of Student Services	
5. Attendance Support The attendance support system is used as an information device to assist in the development of the student and to foresee problems which may arise. Attendance statistics are made available for students on a monthly basis and the purpose of the system is to re-integrate students who may have had an erratic attendance record back into regular academic life, and to emphasise the importance of regular class attendance. If there is no valid reason for poor attendance, the student is informed that his or her attendance record is made available to the Programme Board. An annual Attendance report is reported and submitted to the College President. Student retention rates are used to validate the process. [CCTP905]		
6. Technical Support Services Free technical support services can be provided by qualified college staff for students using various computer hardware and software, when related to their studies at CCT. This service is applied to minor problems related to student equipment and not intricate problems requiring a lot of time, support and expertise. Students wishing to avail of these services are required to contact the Main Office who will arrange for the Network Support Officer or other appropriate member of staff to deal with the matter.	Learner Main Office Network Support Service	
7. General Student services CCT provides other essential student services, namely: *Support for Student/Class Representatives* CCT believes it is important that communication between the learners and college be open, frank and respectful. For this reason, representatives are normally elected by their fellow learners in the second week of the semester. Their function is to present learner concerns, problems, and initiatives to the College staff so that appropriate and timely action can be taken. Learner representatives are also encouraged to organise learner activities, usually of a sporting and social nature, throughout the semester. *Support for Social and Sports programmes*		

The college provides information on all types of sports around the city centre, including information with regard to student discounts. College teams are also established with financial aid from the college should the interest and numbers warrant it. A number of social programmes and events are organised throughout each semester. *Medical Insurance provision* CCT arranges yearly student medical insurance with an accredited insurance company for a reduced fee. This insurance is particularly targeted towards international learners who may not have insurance arrangements in place before course commencement. This insurance covers personal accident claims, medical and other emergency travel expenses and repatriation costs. *Subsidised Health Service* If the need arises, CCT refer any of its learners to a Medical Clinic in Dublin city centre, where the college has an agreement in place. The Clinic charge a reduced rate to CCT students. This clinic provides basic GP, physiotherapist, and holistic services. Information on this service is made available to students through a range of communications and further details are available from the Head of Student Services. *Provision of Information with regard to student safety and security* The primary concern to CCT in relation to all of its staff and learners, is their personal safety and security. Providing any information which helps increase learner safety awareness is one mechanism towards ensuring learner safety. At Registration & Orientation, CCT invites a member of An Garda Siochana to present expert localised safety information to all new learners. The Head of Student Services constantly updates learners with safety and security information with the help of Class Lecturers, School Manager, Student Notices, and College Publications and the website. *Accommodation service* This service is mainly utilised by international students and is therefore detailed under point 8. *Student Intranet – Moodle* The open source Course Management System that is Moodle was launched at CCT in September 2006. Learners can access course notes of full and part-time courses, past exam papers, sample assessments, and conduct various online exams and assignments in relation to the course material they are studying. Learners can also keep abreast of important social and academic dates in the semester schedule with Moodle. Moodle provides another online tool to supplement class learning at the college. *EOLAS – Learner Information System* EOLAS is the purpose-built learner management information system that hosts learner data and forms the initial learner record. Learners can access this to review their data and request amendments. It also acts as a portal for learners to access the VLE (Moodle) and library resources. *Daily general student enquiries*	Head of Student Services	

Learners have constant enquiries which need to be addressed. All college staff members are instructed at the Staff Induction that learners should be actively encouraged to direct all questions / enquiries to any staff member they wish. CCT staff do what is necessary to address the query as efficiently and promptly as possible.		
8. Facilities for International Students *General International student registration support* New international learners may require help and guidance with regard to opening a bank account, obtaining a PPS No. (where necessary), updating their resume, ensuring all necessary paperwork and identification is obtained, and extending student visas with the Irish Nationalisation and Immigration Service. At the point of registration, the admissions department provides extensive information to the learner to assist with these matters. Where further support is required the learner can return to admissions or contact the Head of Student Services.	Admissions Head of Student Services	
Provision of Cultural Learning and Activities International learners travel to study in Ireland to gain more than just an academic experience. Living in Ireland is also about engaging with the Irish people and culture. CCT assist in interpreting many of the Irish cultural nuances as well as promoting and organising many information sessions and activities to enhance international students understanding of Irish culture. Activities such as: GAA matches, Dublin City Tour, Museum visits, Weekend excursions and Traditional music evenings are just some of the CCT events over the years which have helped facilitate cultural understanding. Equally, CCT continues to facilitate celebration of its diverse student body and its cultures, by organising such activities as: Cultural Forum, International Food Day, and CCT's Got Talent!	Head of Student Services	
English Language Support CCT provides English Language support studies as required by any higher education learners. The College is party to a Memorandum of Understanding with the Centre of English Studies (CES), an ACELS / QQI approved English language school in Ireland. This supplements full-time study for international students on the rare occasion that it is required. English language support is a service provided by the CCT library service. An English language entry test is administered to all learners with English as a second language who have not completed higher education programmes through English previously. This is used to inform the College of the degree of support that may be required. Where deemed necessary the library service will schedule structured classes and if required and lessons are provided by a qualified teacher of English as a second language. Outside of the formal classes, one to one and small group support s provided by the Librarian as a specialist part of the academic writing and study skills service. Students wishing to avail of study skills support are required to speak to the Librarian or request a referral for support from the programme leader. Where a lecturer has a concern about English language ability, the lecturer draws this to the attention of the student and advises that they will be notifying the Programme leader for an English Language Support Referral.	Library Service Learner Lecturer Programme Leader	
Student Accommodation Service The College's student accommodation service is mainly utilised by international learners but is open to all CCT learners. CCT manages a network of Irish host-families and arranges brief stays, particularly for cultural orientation purposes, for the first few weeks after the student arrives in Ireland. CCT also offers advice on finding and sharing independent accommodation around Dublin. CCT Management believe that having a transfer service is important for its obvious	Admissions	

purpose, and also to ensure the student receives a positive first impression of Ireland. Airport Immigration Authorities are always informed of international student arrivals, if CCT staff receives the information in time.	Student Head of Student Services
Students wishing to avail of the student accommodation service are advised to contact the Head of Student Services who will provide them with the appropriate information and assist them in sourcing appropriate accommodation.	
Review of Effectiveness of Student Support Services On an ongoing basis learner supports are monitored through the Student Services and Pastoral Care Committee. Learner engagement is monitored through the attendance monitoring process and through retention and progression statistics. Satisfaction with Learner Support Services is monitored through the student survey and the Departmental Monitoring Reports. Annual reports are provided by the Careers Officer and the Head of Student Services identifying the level of engagement with the different services. Analysis of learner data such as retention, progression, and achievement is also undertaken to inform decision making in respect of the suitability and effectiveness of current services and the need for additional services. Learner and Graduate Satisfaction Surveys collect information which is utilised to inform annual monitoring reports which are presented to the QE Committee and the Senior Management Team. Annual monitoring reports are reviewed by the QE Committee and recommendations are made to Academic Council. The Academic Council may endorse or reject a recommendation and has the authority to include additional observations and objectives.	Departmental Heads QE Committee Academic Council

Monitoring		
Monitor (Job Title)	**Frequency**	**Monitoring Method(s)**
Student Services and Pastoral Care Committee QE Committee Academic Council	**Annually**	Review of minutes from operations meetings Review of minutes from Programme Board meetings Review of Minutes from student services meetings Annual Monitoring Reports – programme and departmental Student survey report

POLICY CONTROL SHEET

Policy Title	General Student Services, Pastoral, Disability, and International Learner Supports
Responsible Officer(s)	Dean of Academic Affairs, Head of Student Services
Issuance Date	August 2017
Effective Date	August 2017
Last Review Date	July 2019
Supersedes	Version 1.1
Next Review Date	August 2024
Designated Reviewer(s)	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 QA system	Senior Management Team	Academic Council
Version 1.1	March 2018	Updating of policy numbering system. Previously numbered as CCTP901B	Senior Management Team	Academic Council
Version 1.2	July 2019	Edits to reflect changes in organisational structure	Senior Management Team	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	CCTP506 – Reasonable Accommodation CCTP905 – Attendance Policy CCTP901 – Academic Supports