

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: 1.1
<p>Policy Statement</p> <p>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.</p> <p>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.</p> <p>Learner Support Services in CCT is broken down into:</p> <ul style="list-style-type: none"> • Academic support (see policy CCTP901A) • 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. <p>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.</p> <p>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.</p>		
<p>Staff Involved</p> <p>All full time and part time faculty and staff within CCT, Faculty Heads, Dean of School, Librarian, QA Officer, Faculty Coordinators, Head of Student Services</p>		

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 and provide a summary report to Academic Council
- To report annually to the QA 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 Quality Assurance Committee

CCT Careers Service

Learners

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, Head of Faculty, 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.

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!

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 / Faculty Head.

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 / Head of Faculty for an English Language Support Referral.

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

Head of Student Services

Head of Student Services

Library Service

Learner
Lecturer
Programme Leader /
Head of Faculty

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

Departmental Heads

QA Committee
Academic Council

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 QA Committee and the Senior Management Team.

Annual monitoring reports are reviewed by the QA 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.

Monitoring

Monitor (Job Title)	Frequency	Monitoring Method(s)
Student Services and Pastoral Care Committee QA 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	March 2018
Supersedes	New Policy under new QA system
Next Review Date	August 2019
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

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