

PROVIDER NAME: CCT College Dublin (CCT)		
POLICY AREA: Standard 9: Learning Resource and Student Support		
Policy and Procedure Title:	<i>CCTP901: Academic Supports Policy</i>	Policy No: CCTP901 Version: 1.3
<p>Policy Statement</p> <p>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.</p> <p>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 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 within CCT, Dean of Faculty, Librarian, QA Office, Faculty Office, Head of Student Services</p>		
Procedure Outline / Method(s) used to carry out this procedure	Responsibility of	Evidence generated by this procedure to ensure its effectiveness
<p>1. Academic Supports provided by CCT</p> <p>Faculty</p> <p>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 Office, the Head of Student Services or the QA Office.</p>	Faculty	Student Survey

<p>Quality Assurance and Monitoring</p> <p>The Head of Student Services chairs the meeting of the Student Services and Pastoral Care Committee which seeks to establish the level of satisfaction with the services provided. In addition, the satisfaction with and suitability of supports provided is 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.</p> <p>The QE Committee also seeks an annual report from the Head of Student Services for referral to Academic Council.</p>		<p>Dean for Administration and Finance</p> <p>Head of Student Services</p> <p>Board of Examiners</p> <p>Programme Board</p> <p>QE Committee</p>	<p>Annual Report</p>
Monitoring			
Monitor (Job Title)	Frequency	Monitoring Method(s)	
<p>Dean of Academic Affairs Dean of Faculty</p> <p>Head of Student Services QE Committee</p> <p>Head of Enhancement</p>	<p>Annually</p>	<p>Review of minutes from Programme Board meetings Review of Minutes from student services meetings Annual Monitoring Reports</p> <p>External examiner reports</p> <p>Learner performance results analysis / Board of Examiners</p> <p>Student Services Annual Report</p> <p>Student Satisfaction Survey</p> <p>Graduate Survey</p>	

POLICY CONTROL SHEET

Policy Title	Academic Supports
Responsible Officer(s)	Dean of Faculty, Dean of Academic Affairs
Issuance Date	June 2025
Effective Date	June 2025
Last Review Date	July 2019
Supersedes	Version 1.2
Next Review Date	August 2025
Designated Reviewer(s)	Dean of Faculty, 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
Version 1.3	June 2025	Minor presentation updates	Dean of Academic Affairs	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	CCTP505 – Project Supervision CCTP510 – Work placement Allocation, Support and Quality Assurance