



ICHAS

Section 8 - Student Supports

Subject:	Procedures associated with Accessing General Student Services		
Date Approved by Board of Directors:			July 2019
Policy Version	1/2019	Date due for Revision	February 2024
Parent Policy	Policy on Accessing General Student Services		

INTRODUCTION

The Registrar's office is the first point of contact for queries relating to such learner support. Programme Co-ordinators operate within this office and are appointed to support students on each programme.

RESPONSIBILITIES

ROLE/ PERSON	RESPONSIBILITY
Programme Co-ordinators	First point of contact for student queries and referral if necessary, to the relevant person
Programme Directors	Admissions, Registration and part of learner induction.
Registrar	Dealing with queries that can't be dealt with at programme co-ordinator level
Vice President (Corporate Affairs)	Liaising with the Vice President (Corporate Affairs) to ensure relevant resources are in place

PROCEDURES

The following procedures relate to accessing General Student Supports;

- The College provides information regarding programmes and supports during induction in the first instance and continuously thereafter on the Learning Management System
- Learners can direct queries to the relevant programme co-ordinator who will either deal with the query personally or forward the query to the relevant personnel.

The Programme Co-ordinator is responsible for ensuring that the query is dealt with and that the learner receives a reply and any supporting documentation that may be needed, liaising with other team members and academic staff as appropriate.

Programme co-ordinators are available to provide information to students on a broad range of services within the college which include but are not limited to:

1. Admissions
2. Registration
3. Learner induction
4. Learning Management System, online libraries, virtual classrooms, digital assignment submission processes and similarity evaluation/academic integrity software
5. Student and programme handbooks
6. Timetables & scheduling
7. Assessment and examinations
8. Complaints and compliments
9. Quality Assurance & Enhancement and
10. Learner records in relation to Academic attainment.
11. Academic writing supports
12. Reasonable Accommodation
13. Information on Extensions or Deferrals (where needed).
14. Pastoral/counselling Services

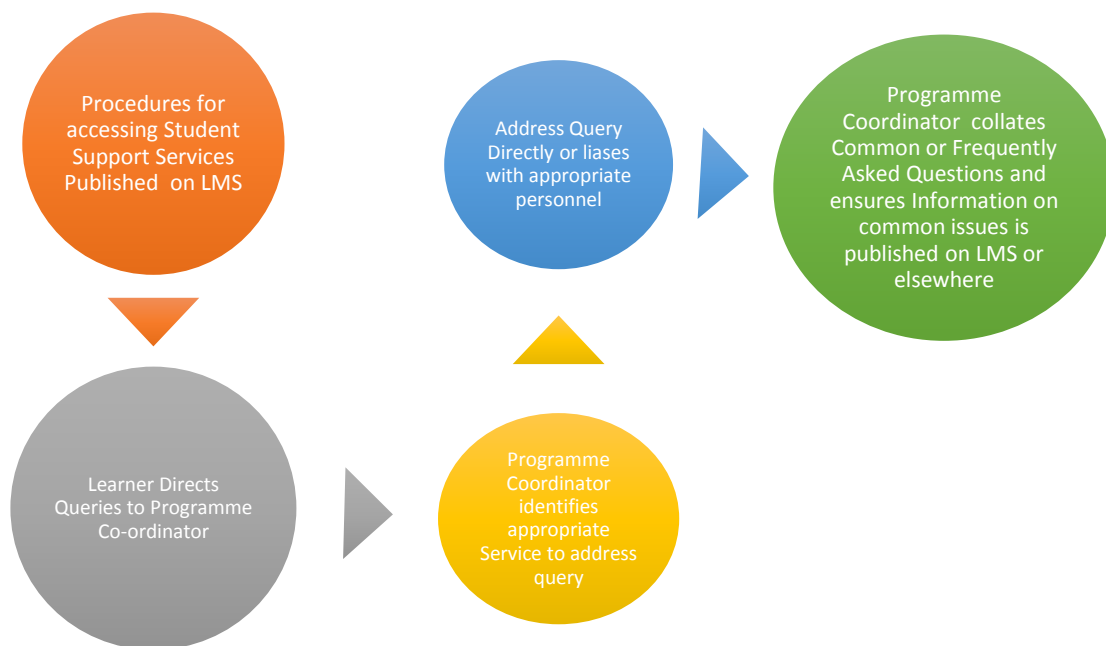
Please refer to the appropriate policies and procedures in the QAE Manual in relation to the foregoing.

In addition, the general student support services provide information on the following

15. Accommodation and local services,
16. Medical services
17. Sports and social services
18. Cultural learning and activities
19. Medical Insurance

GRAPHICAL PRESENTATION OF PROCEDURE

The following Chart outlines how appropriate Student Services may be accessed;



Linked Policies and Procedures

Linked Policies	Policy on Accessing General Student Services
Linked Procedures	