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We aim to provide learners with:		provide learners with:			

 Clear guidelines outlining behavioural expectations including the Learner Code of Conduct (QA 7.2) Fair and consistent treatment in dealing with breaches of the Learner Code of Conduct 	College	(QA 7.2)
We ask that learners:	earners	
- Be familiar with the Learner Code of Conduct and abide by it.(QA 7.2)		
Joining the College We aim to provide learners with:		QA 3.11: Learner
- Where appropriate, an induction programme and published information which introduces		Induction
them to College life – academic and otherwise (see Learner Induction Policy QA 3.11)	PD'S	QA 3.8:
 Comprehensive information relating to their programme of study (QA 3.8) 	SEO	Information for
 Social events and activities supported by the Student Engagement Officer 	JLO	Enrolled
We ask learners to:		Learners
- Complete all enrolment procedures		Learners
 Learn as much as they can about the programme they are embarking on and the services and facilities available in the College 		
 Familiarise themselves with the various policies and procedures which learners of the College are bound by 		
- Talk to Programme Directors, Programme Managers, Learner Support or any other staff member if any problems or concerns arise during the early days of their programme.		
Learning and Teaching		T,L& Assessment
The College is committed to ensuring high standards in its teaching and in supporting learning	College	document
We aim to provide learners with:		
- A learning and teaching strategy that is well planned, which uses different methods, and is		
designed to help them think and work for themselves		
 Information about the arrangements and study requirements for their programme 		
 Regular and constructive critical feedback on their work 		
We ask that learners:		
 Prepare for and participate in scheduled learning activities in ways which support the 		
teaching and learning of others as well as themselves		
 Familiarise themselves with any cultural differences in terms of teaching and learning 		

 conventions Make themselves familiar with the programme information provided and comply with the administrative arrangements of the programme Give constructive feedback on their experiences when requested throughout the year 	Learners Programme Management	Survey results APR
Attendance and Participation		
The programmes of study at SNMCI include activities designed to support learning which depends on participation and collaboration. Discussions, simulation exercises and workshops, for instance, depend for their value on participants' attendance and regard for the learning of others as well as for themselves. So, while each learner has a responsibility for organising and managing aspects of their own learning, enrolment on a programme also entails commitment to participation. QA 7.10: Attendance	PD's	QA 7.10: Attendance
We aim to provide learners with:		
 Full information about the time and location of teaching and assessment arrangements (both F2F and virtual) Information about each programme attendance requirements 		
We ask that learners:		
 Make sure they understand and fulfil the attendance requirements for their programme Keep in contact with their Programme Team regarding any attendance difficulties Understand that any sustained period of unexplained or unauthorised absence or lack of participation will have to be investigated and may be subject to disciplinary procedures and / or reported to the relevant authorities if applicable. 		
Assessment	Teaching,	QA 6.6: Corrections
Assessment has a major influence on learning. It is also the means through which the College	Learning and	and Provision of
determines whether an appropriate standard has been achieved for progression through stages to	Assessment Docs	Feedback
an award		
 We aim to provide learners with: Clarity in the purposes and methods of assessment Assessment strategies which employ a range of types of assessment where appropriate and assessment criteria which are open, transparent and free from bias Timely feedback of assessments to aid development (see QA 6.6: Corrections and Provision 		

 of Feedback) Information on College assessment regulations and the regulations of the relevant validating body. We ask that learners: Complete all assessment activities and adhere to the assessment timetable 		
 Notify their Programme Director if they are having difficulties which are affecting their performance Never engage in cheating, plagiarism or other types of academic misconduct (see QA 7.8) 	QA 7.8 Academic Integrity	
Learner Feedback about Programmes		
The College believes in the value of learner feedback. It is important to staff to receive feedback, in order to make improvements and to help establish and promote educational partnership (see QA 3.14; Learner Feedback)	College	QA 3.14: Learner Feedback
 We aim to provide learners with: Specific opportunities to provide feedback during the programme, without fear or retribution The opportunity to be represented on programme committees and all institutional boards 		
and committees as appropriate.		
We ask that learners:		
 Provide the College with feedback as requested 	Learners	
- Engage with the SEO and elect learner representatives to appropriate committees and other groups working for the management and quality of their programme.	SEO	
Placements		QA 5.4: Allocation
Most SNMCI programmes of study contain substantial placement elements. (See)	College	of Placement;
We aim to provide learners with:		QA 5.5: Roles and
 A clear statement of the intended outcomes and appropriate assessment of the placement 		Responsibilities
 Information about the level of support available to learners in the process of seeking suitable placements and during the period of work placement 		while participating in Placement
 We ask that learners: Conduct themselves in a responsible and professional manner as indicated by the Learner Code of Conduct (QA 7.2) 		(QA 7.2)

- Comply with all placement requirements indicated by the College and the placement		
setting.		
Central Learning Resources		QA 8.1:
The College believes that, learners of the College should be part of a learning environment where	-	Principles and
open, shared access is provided to a wide range of learning resources.	IT	Terms and
We aim to provide learners with:	Learners	Conditions for
 A range of learning resources 		use of the
 Published information on Library access and opening times 		College Network
 Help and advice in making best use of the resources available 		
 Access to Technological Support for F2F and Blended Learning. 		
We ask that learners:		
- Comply with the published regulations for learner users of learning resources and facilities.		
 Comply with the guidelines for use of the College's Network and the relevant regulations for 		
use of the computers and the network. (See QA 8.1)		
Support for particular needs:		
We aim to provide learners with:		
- The opportunity to discuss specific requirements including appropriate presentation of	PD's	QA 7.3: Learner
programme material, modes of examination and programme assessment	Learner Support	Charter
We ask that learners:	Officer	
- Inform the College of any specific support requirements arising from a disability prior to or		
subsequent to admission so that proper consideration may be given.		
Counselling Support		
We aim to provide learners with:		
- Access to a Learner Support Officer		
- Access to a counselling service within the shortest timeframe possible, where appropriate		
We ask that learners		
- Keep any appointments offered by the service and provide as much notice as possible if		
they have to cancel an appointment		
 Accept responsibility for their part in the counselling process 		
 Respect the confidentiality of the counselling arrangements for other learners 		

International Learners		QA 7.1/QA 7.4
We aim to provide learners with:		
 Suitable orientation activities and an ongoing advice and information service throughout the year 	College	
We ask that learners:	Learners	
- Ensure that they have made all the necessary preparations prior to enrolling on the		
programme	LSO	
- Make appropriate use of specialist support provided.		
The Student Engagement Officer (SEO)		
We aim to provide learners with:		
 Information, advice, guidance and representation on a range of topics 	SEO	
- The opportunity to participate in ongoing social activities.		
We ask that learners:		
 Engage with the SEO to organise ongoing social activities 		
- Ask for help when required		
Class Representation System and Student Council		
 The class representation system supported by the SEO ensures direct learner 		
representation at programme level and feedback into the system		
- We aim to offer learners representation at programme level through a Student Council of		
elected student representatives.		
Security		
The College endeavours to provide a safe and secure environment for learners, staff, visitors and		
property		
We ask that learners:		
 Carry suitable identification when on College premises 		
 Share responsibility for making the College a safe place 		
 Report anything suspicious or potentially dangerous. 		
Health & Safety		
We aim to provide learners with Health and safety information as appropriate		
We ask that learners:		

-	Familiarise themselves with health and safety information	
-	Help maintain standards of health and safety in the interests of all learners, staff and	
	visitors to the College.	

Policy Control Sheet

Policy	QA: 7.4 Fulfilling the Student Charter/Roles and Obligations	
Version	4.0	
Adopted/Effective	July 2019	
Supersedes	4.0	
Monitoring/ Next Review Date	Due for major review May 2020 in conjunction with students	
Responsible Officer(s) Designated Reviewer(s)	Student Engagement Officer; LSO; PD's; Director of Quality and Academic Affairs	
Scope	College wide	

References

SNMCI Policy area	7) Support for Learners: QA Vol 2	
Developed with reference to	QQI (2016) Core Statutory Quality Assurance Guidelines	
	QQI (2016) Statutory Quality Assurance Guidelines developed for Independent/Private Providers coming to QQI on a Voluntary Basis	
	Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG), May 201	
	National Student Engagement Programme (NStEP)	
Related SNMCI Policies / Forms	QA 7.1: Student Engagement; QA 7.2 Learner Code of Conduct; QA 7.3 Student Charter	

Revision

Revision	Revision Description	Originator	Approved By
Number			
3.0/07/2020	General update for blended learning	Office of DQAA	AB