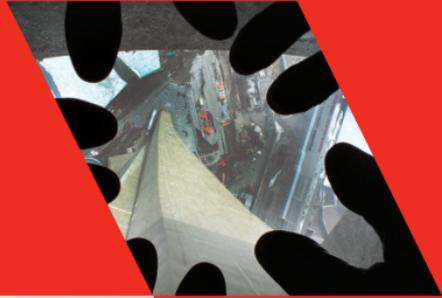


IADT
Learner Charter



learn



R E C E P T I O



Introduction

Welcome to Dun Laoghaire Institute of Art, Design and Technology (IADT).

As a learner at IADT, this is your Charter. This Charter sets out the standards of service which IADT aims to provide, whether you are considering becoming a student, applying for a programme, currently studying with us or are a former student of IADT.

The Charter also highlights some of the mutual responsibilities which members of IADT staff and students have to each other. This Charter is not designed or intended to create legal rights or obligations but is intended to cultivate an understanding between IADT and our learners.

The Charter is guided by the principles of partnership. We would welcome your comments on this Charter, which will be regularly reviewed in consultation with students and staff.

The IADT vision is to be at the forefront of teaching, research and innovation at the convergence of the Arts, Technology and Enterprise and to contribute to Ireland's development as a creative knowledge economy. Our mission is to sustain and enhance our reputation as a college of preferred choice in our areas of specialism. Our aspirations can only be achieved in the context of partnership between IADT and its learners.

IADT is committed to providing the highest quality service possible and this Charter is one way of outlining that commitment to you.

We also outline in the Charter the Institute's expectations of you as you pursue your studies.

The Charter will be distributed annually during registration. Each learner will receive an individual copy. It is important that you read this document and fully understand its content and philosophy.

Other sources of information and advice are available and these are referred to in the Charter. Contact details and how to access other relevant information are given in the Contacts and Useful Information Section.





Wheel of Fortune

1. Name your favourite animal.

2. Name your favourite food.

3. Name your favourite colour.

4. Name your favourite sport.

5. Name your favourite TV show.

6. Name your favourite book.

7. Name your favourite movie.

8. Name your favourite song.

9. Name your favourite city.

10. Name your favourite holiday.

When you apply to IADT

You have the right to expect:

- ▶ Access to current and accurate information about programmes, applications and entry procedures
- ▶ Information on any fees related to academic programmes and student registration and broad indication of costs relating to your programme
- ▶ Access to information about the facilities and services on offer at IADT
- ▶ Your application to be considered fairly, efficiently and in a timely manner
- ▶ That we will select students who are judged able to undertake the programme on the basis of aptitude skills and knowledge related to the entry requirements for the programme of study
- ▶ That we will contact you to invite you to discuss any special requirements you may have
- ▶ That we will inform you of any changes to the availability or content of your programme



We have the right to expect from you:

- ▶ That you will give us complete and accurate information about yourself, your qualifications and work experience
- ▶ That you will give us information on any special needs or health issues you have in your application that may impact on your learning
- ▶ That you inform IADT as soon as possible if you decide not to continue with your application
- ▶ That you inform us of any relevant changes in your circumstances
- ▶ That you make yourself available for interview days and portfolio assessments which may be part of the selection criteria



Beginning your Studies

Your have the right to expect from IADT:

- ▶ The provision of a Student Handbook introducing you to IADT, its regulations and facilities
- ▶ To be advised of the staff who will be responsible for your individual programmes of study and modules with details of how they can be contacted
- ▶ An induction programme that introduces you to your programme and your faculty
- ▶ An induction to the services and facilities available at IADT
- ▶ A clear statement about programme requirements at the commencement of the programmes
- ▶ Details of the methods by which you will be assessed and the criteria that will be used
- ▶ An assessment schedule for the year
- ▶ Details of how you will be provided with information on your progress
- ▶ Information on any changes to your programme

We have the right to expect from you:

- ▶ That you make yourself familiar with the information provided to you and that you check relevant notice boards, post and e-mails regularly * (see footnote)
- ▶ That you seek clarification of anything you do not understand
- ▶ That you participate in Institute opportunities provided for you
- ▶ That you check your registration details and report any errors or omissions immediately
- ▶ That you undertake to observe the rules and regulations of IADT
- ▶ That you respect the Institute property and the environment of IADT, its neighbours and the local community

*Please note that all communication to you by e mail from IADT will be via your official IADT e-mail account only.



Teaching and Learning

You have the right to expect:

- ▶ A stimulating and challenging learning and research environment
- ▶ High quality teaching and supervision
- ▶ Access to adequate facilities and resources sufficient for the achievement of your educational goals including library, computing and learner services
- ▶ Regular feedback on your academic progress
- ▶ That you will be informed of penalties for late submission or non submission of coursework
- ▶ That you will be informed of any attendance requirements and the consequences of failure to attend classes and examinations
- ▶ That programmes will be regularly reviewed to enhance the quality of learning
- ▶ That you will be informed of any changes to your programme in a timely fashion
- ▶ Clear explanation of unacceptable academic behaviour such as plagiarism, cheating, collusion, fabrication of data or breach of copyright
- ▶ Fair and competent assessment that meets national academic standards
- ▶ Access to your results in a timely fashion on completion of your programme
- ▶ Access to a clear set of procedures around deferrals and appeals

We have the right to expect from you:

- ▶ That you work to the best of your abilities
- ▶ That you make yourself aware of all programme requirements and observe them
- ▶ That you raise any questions on your progress with appropriate staff in a timely fashion
- ▶ That you observe IADT's rules and regulations on plagiarism, cheating, collusion, fabrication of data, breach of copyright, deferrals and appeals
- ▶ That you make yourself available for academic feedback when requested
- ▶ That you punctually attend designated lectures, programmes assessments, tutorials, seminars or other timetabled activities associated with your programme
- ▶ That you submit all written assignments, practicals or other coursework within the specified time limits
- ▶ That you make your best attempt at each element of assessment in your programme
- ▶ That you respect the rights of others in all learning spaces



How we will support you

You have the right to expect:

- ▶ Access to information about the range of support services available
- ▶ Provision of services in an accessible, helpful and confidential manner
- ▶ Access to appropriate computing facilities and assistance
- ▶ Access to a range of cultural, recreational and sporting activities
- ▶ That we will provide you with information on student services which may be available to you which include: access to professional counselling, support for disability and learning difficulty, the student health service and financial information
- ▶ Provision of career information and guidance to prepare you for the transition to employment, further research or study

We have the right to expect from you:

- ▶ That you provide us with information on any additional needs you may have in a timely fashion
- ▶ That you take responsibility for seeking any support you may need



Equality, Diversity and Respect for the Institute and for Others

You have the right to expect from IADT:

- ▶ To be treated with courtesy and respect in all your dealings with IADT
- ▶ To be treated fairly regardless of gender, marital status, age, disability, race, religion, sexual orientation, family status or membership of the travelling community
- ▶ To be able to participate fully in all IADT activities without fear and free from discrimination
- ▶ To study in an environment free from harassment and abuse of power
- ▶ To have your learning needs assessed and met as far as is reasonably practicable
- ▶ To work and study in a safe and healthy environment
- ▶ To have access to your files and personal data held by IADT as provided for under the Data Protection Acts 1988 and 2003 and the Freedom of Information Act 1997 and amendment 2003
- ▶ Your general information to remain confidential and to be released to a third party only with your consent or when legally required

We have the right to expect from you:

- ▶ That you treat all staff, fellow students and visitors with courtesy and respect regardless of gender, marital status, age, disability, race, religion, sexual orientation, family status or membership of the travelling community
- ▶ That you advise appropriate staff of any concerns you may have regarding equality or personal safety and do so in a timely manner
- ▶ That you take every precaution to ensure that you behave in a safe and considerate manner towards all staff and students
- ▶ That you behave in a manner which will not bring the Institute into disrepute
- ▶ That you adhere to all IADT regulations in the student handbook concerning drugs, alcohol and smoking
- ▶ That you adhere to the highest standards of language and behaviour expected by IADT
- ▶ That you take care that your interpersonal communications in both physical and virtual environments are respectful of others at all times
- ▶ That you act in a safe and responsible manner towards others

What if Things go Wrong?

You have the right to expect from IADT:

- ▶ Information about the standards of behaviour expected by the Institute
- ▶ Access to the student complaints procedure which seeks to provide an accessible and straightforward system for you to raise concerns
- ▶ That your complaint will be dealt with fairly and quickly
- ▶ That there will be fair and appropriate procedures in place to deal with misdemeanours and serious offences, and that such procedures will be strictly adhered to
- ▶ That any disciplinary incidents will be dealt with fairly and quickly and you will be informed of any sanctions

We have the right to expect from you:

- ▶ That you make yourself aware of the Institute's complaints and disciplinary procedures
- ▶ That you use the complaints procedures fairly and appropriately

On-line Communications

The Institute requires and expects that respect will be shown to all staff and students when communicating online, in any context. Students are reminded that; The Learner Charter, The Mutual Respect Policy, The Institutes Disciplinary Procedures, as well as the laws of libel, apply to on-line communication as well as to off-line. In this context on-line communication is taken to include; email, VLEs, instant messaging, chat rooms, and electronic notice boards as well as communication fora such as Facebook, LinkedIn, Twitter, Bebo, MySpace, FourSquare and all other Social Networks. If you are unsure about what is acceptable and unacceptable behaviour, please refer to the Mutual Respect Policy which is available on the Institute website. It is important to be very clear that bullying behaviour in an online context is encompassed by both this Charter and the Mutual Respect Policy.



Recourse to the Office of the Ombudsman and Office of the Ombudsman for Children

If you are 18 or over, under the provisions of the Ombudsman (Amendment) Act 2012 any student who is dissatisfied with the way in which they are treated under the Student Charter with effect from 1 May 2013 will have recourse to the Office of the Ombudsman.

Contact details:

Office of the Ombudsman
18 Lower Leeson Street, Dublin 2.
Phone: +353-1-639 5600
Lo-call: 1890 223030
Fax: +353-1-639 5674
Email: ombudsman@ombudsman.gov.ie

If you are under 18, you will have recourse to the Office of the Ombudsman for Children.



If you are a child or young person under 18 or an adult who knows a child who you feel has been unfairly treated, or you are not satisfied with our decision on your complaint, it is open to you to contact the Ombudsman for Children's Office. By law the Ombudsman for Children's Office can investigate complaints about any of our administrative actions or procedures as well as delays or inaction in dealings with us. The Ombudsman for Children provides an impartial, independent and free complaints handling service.

Contact details:

Ombudsman for Children's Office
52-56 Great Strand St, Dublin 1
Free Phone: 1800 20 20 40
ococomplaint@oco.ie
www.oco.ie



Useful information

IADT has a wide range of information and policies which underpin this Charter. These will be reviewed and updated on an annual basis in consultation with staff and students.

You should refer to these policies as appropriate. These policies are contained in the Student Handbook, which you will receive at the start of your programme.

There are also sources of information on the services on offer, e.g. student counselling and IT support. They are available in the Library or in the Student Handbook.

There is a range of people who can support you throughout your studies at IADT, details of these and how to contact them are in your Student Handbook. Further information is available on **www.iadt.ie**



Useful contacts at IADT	
Library	(01) 2394637
Student Counselling Service	(01) 2394650
Access Office	(01) 2394628
Careers Office	(01) 2394670
Health Service	(01) 2394760
Registrar's Office	(01) 2394922
Students' Union	(01) 2394646
Freedom of Information /Data Protection Office	(01) 2394947
Office of Student and Academic Affairs	(01) 2394662





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