

Hibernia College Quality Framework

Policy for Student Support



1 Introduction

1.1 Purpose

Hibernia College is committed to providing support to all students to enhance their journey and to afford them the best possible chance to complete their programme of study successfully. This policy sets out the principles for student support within Hibernia College.

1.2 Scope

- a. *To whom does the policy apply?*
 - i. This policy applies to all students on Hibernia College programmes, in particular those on programmes leading to awards in the National Framework of Qualifications.
- b. *Who is responsible for implementing the policy?*
 - i. The Director of Student and Alumni Support and Services is ultimately responsible for ensuring the consistent implementation of this policy.
 - ii. All staff, faculty and adjunct faculty are jointly responsible for ensuring that the principles in this policy are implemented in respect of the experience of the students they interact with.

2 Context

2.1 Legal or Regulatory Context

a. *Quality Assurance Guidelines*

The policy is designed with regard to both the European standards and guidelines¹ and QQI's Core Statutory guidelines², which both specify that Hibernia College must have appropriate support mechanisms and resources available to support students during their studies.

b. *IHEQN Code of Practice*

¹ European Association for Quality Assurance in Higher Education (ENQA) et al. (2015), *Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG)*, 2nd edn., Section 1.6. Available at: http://www.enqa.eu/wp-content/uploads/2015/11/ESG_2015.pdf [Accessed 29/08/2019].

² Quality and Qualifications Ireland (2016), *Core Statutory Quality Assurance (QA) Guidelines*, Section 7. Available at: <https://www.qqi.ie/Downloads/Core%20Statutory%20Quality%20Assurance%20Guidelines.pdf> [Accessed 29/09/2018].

The Irish Higher Education Quality Network's Code of Practice for supporting international students³ was formally adopted by QQI and is a required standard for providers of programmes leading to QQI awards.

c. Programme-Specific Contexts

Where, due to professional accreditation requirements for particular programmes, the College has particular support obligations for students, these will be specified in the relevant programme document and complied with fully.

d. Student Charter

The Student Charter is the published framework which sets out for students our commitments to them and their obligations to the College throughout their time with the College.

3 Policy Statements

3.1 Principles for Student Support

The following principles for student support guide our interactions with all students on their journey with the College from applicant to alumnus.

a. Accessibility and Openness

- i. We provide equivalent access to support facilities to all students regardless of their programme, ability, location, mode of study, or life circumstances.
- ii. Staff and faculty ensure that they provide clear information and opportunities for students to seek support and guidance.
- iii. Staff and faculty who become aware, or are made aware, of a student difficulty in their engagement on their academic programme ensure that this information is brought to the attention of any relevant party, and this is done with due regard to confidentiality.

b. Impartiality and Equitable Treatment

- i. Student support is provided to students on the basis of need, and no other criteria.

c. Caring

- i. Staff and faculty are mindful of student needs in their interactions with students and, where appropriate, reach out to offer guidance, support and information which will contribute to a student's successful completion of their academic programme.

d. Confidentiality

- i. Services offered operate within clearly defined boundaries of confidentiality.

e. Comprehensiveness

The College provides:

- i. A Student Support Officer who manages pastoral support resources, including the provision of a free counselling service.
- ii. Programme teams and faculty who provide academic support.
- iii. Learning supports such as the online library, the virtual learning environment (VLE), online training and support courses.

³ IHEQN (2008), *Provision of Education to International Students: Code of Practice and Guidelines for Irish Higher Education Institutions*. Available at: http://www.iheqn.ie/fileupload/File/IHEQN_62439738.pdf [Accessed 29/08/2018].

- iv. Clear policies and procedures to assist students in undertaking their academic programme in a high-quality online and/or blended learning environment.
- v. An IT helpdesk and a technical support team who provides technical support.

f. Collaboration

- i. Students’ representatives’ feedback is used to inform the range of student supports provided.
- ii. Student Support Staff are represented in strategic and operational decision-making.

g. Causes for concern

- i. The College proactively seeks to support students who give cause for concern to members of staff, faculty and adjunct faculty due to their academic performance, conduct, or level of engagement.

4 Document Control

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