



UNIHAVEN

The Gateway to Opportunity

UniHaven Student Handbook

2022 - 2023



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1. Introduction and Welcome

Hello UniHaven students!

On behalf of everyone at UniHaven, I am delighted in welcoming you to this exciting period in your life when you leave home to come to Ireland to study at UniHaven. It is of huge importance to us all that your study abroad experience with us is a positive and memorable one and one that you will treasure for the rest of your lives.

Our aim is that you feel welcomed, included, safe, and at home here in Ireland. We trust you will feel comfortable and secure as you move between our premises, your accommodation and as you take the time to visit the many areas of history, culture, beauty, and education on this wonderful island. And there are lots of places to shop, eat, drink, and socialise too!

From an academic perspective, we will do everything we can to make sure that you successfully complete the programme and progress to your chosen higher education institution (HEI). We have an array of supports available to look after you to make sure you have all the help you need academically and personally, including your health and wellbeing.

We have great staff here who all welcome every opportunity to look after you as best as we can. If you have any concerns at any stage, feel free to approach any of them. We aim to address all concerns to your satisfaction if possible. Should anyone need or want to contact myself, please email deirdre@unihaven.ie. I look forward to meeting you all during your time here.

Kind regards

Deirdre, Academic Director UniHaven



2. UniHaven Pathways

The UniHaven college (‘the College’) provides international students with a guaranteed pathway to their chosen university from successfully completing a customised foundation pathway programme with us.

‘Uni’ represents the university education international students seek and ‘Haven’ represents the safety and security we provide to students throughout your time with us, the latter being a key decision-making factor when students are thinking about overseas study. The Celtic Tree of Knowledge represents a “Portal to Other Worlds and A Source of Sacred Knowledge”. This is relevant in the context of UniHaven’s education offerings that help international students with their search for knowledge and for “other worlds” in which to study. The circular nature of the logo identifies well with the principle of lifelong learning. The Celtic origins identify well with the company’s Irish base.

Our focus is to upskill our students in a modern learning environment that is a safe haven where your care and security are always the priority. By studying with us, you are provided with a pathway to a university degree. Successfully completing our customised programmes allows you the opportunity to improve your academic and English language grades in a welcoming and safe study-abroad environment. You will develop many valuable skills at the College that will equip you for study at your chosen university.

Enjoy the journey!





3. The Student Experience

The College believes student care and not just student support is an integral part of the student experience. We want you to feel like we have your best interests at heart by making sure

- You have the information you need pre-arrival.
- You can settle in quickly and easily to your accommodation.
- You can undertake a programme of study and a style of learning that gets the best out of you academically.
- You are provided with the necessary pastoral, mental health, medical and other supports that you need to deliver an overall exceptional study abroad experience for you.

We will support you by providing academic and non-academic services to support the development of your knowledge, skills, and academic progression but in a way that never loses sight of the need to treat you as a person first and as a student second. This is especially important for international students whose visit to study in Ireland may be your first time that they will have left your family home, not to talk of leaving your home country.

Your main point of contact for pastoral care during your time at UniHaven is the Student Support Officer. However, all of our staff are sensitive to the needs of our students so feel free to approach any staff member if you need help with anything. We insist that all staff support the pastoral ethos of the company, bringing together all the services and teaching in a structured and coordinated way for the benefit of the students in our care and ensuring a positive learning experience for all.

4. While Studying with UniHaven

There are several areas in which we will support you while you study with us in Ireland to include:

- On Arrival
- Ireland
- Maynooth Campus
- Transport
- Accommodation
- Induction and Registration
- Student Visa
- Pastoral Care
- Medical Insurance
- Medical Care
- Student Charter
- Teaching and Learning
- Academic Support
- Academic Appeals
- Student Facilities.
- Information Technology and Computer Services.
- Student Representation.
- Student Interaction.

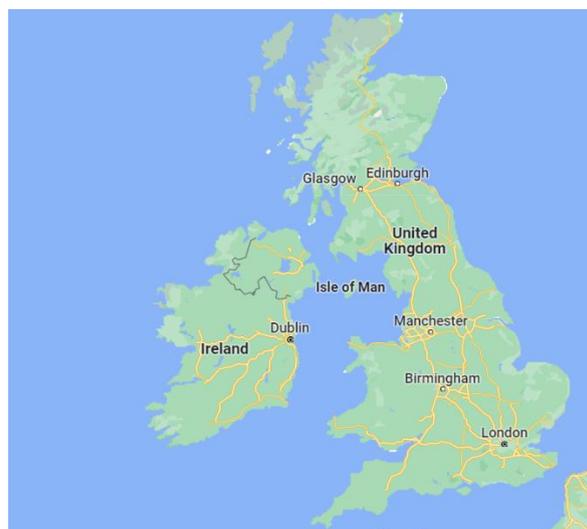
- Student Attendance.
- Students with Disabilities.
- Students who are Minors/Children.
- Academic Misconduct Prevention.
- Student Disciplinary Procedure
- Student Complaints and Grievances.
- Student Data.
- Social Programmes.
- Student Retention.

4.2 On Arrival

As you have arrived in Ireland, we will have asked you for your flight and travel details and, where necessary, helped to arrange travel or transport on your behalf. Similarly, for accommodation, we have offered to help arrange your first bookings with your accommodation provider – homestay, commercial accommodation or other – such that when you first arrive at your destination in Ireland, we make sure that you get to your provider easily and that you settle in as quickly as possible. All our accommodation providers will have been carefully selected and vetted by us, including Garda vetting.

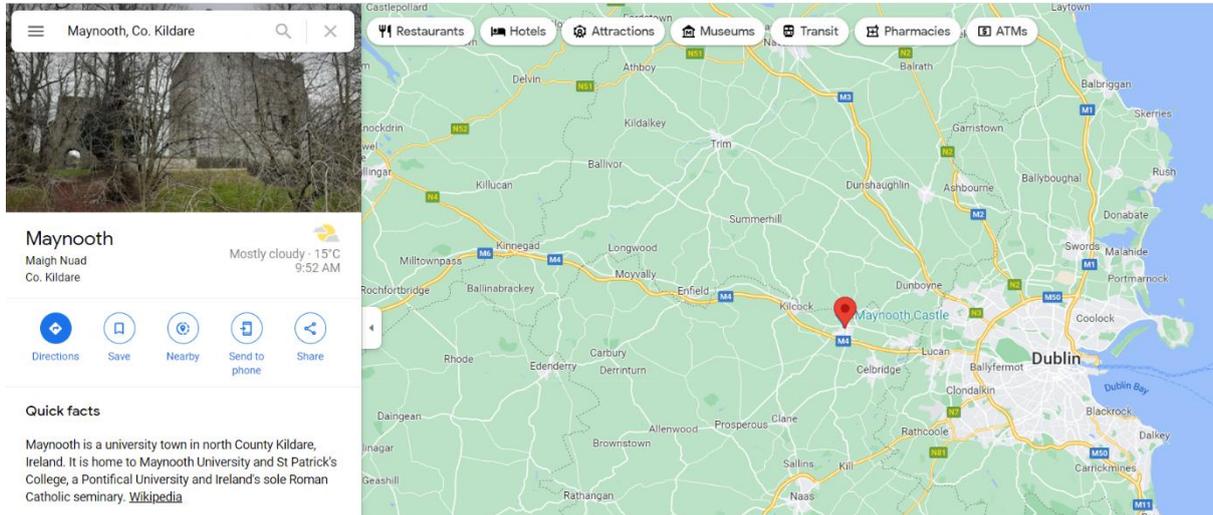
4.3 Ireland

Ireland is an island on the western edge of Europe in the North Atlantic Ocean and is located beside and to the West of the UK. The Republic of Ireland comprises 26 of the 32 counties and its capital city is Dublin. The remaining counties make up Northern Ireland (the capital city is Belfast), which is part of the United Kingdom. Approximately 7 million people are living on the island – 5.1 million people live in the Republic of Ireland and 1.9 million in Northern Ireland. Ireland is a small island about 300 miles long and 150 miles wide at its furthest points and so is easy to get around which we encourage you to do. It is world renowned for its scenery, beauty, culture, history and above all its friendly people so make sure to visit as many places and meet as many people as you can while you are living here.

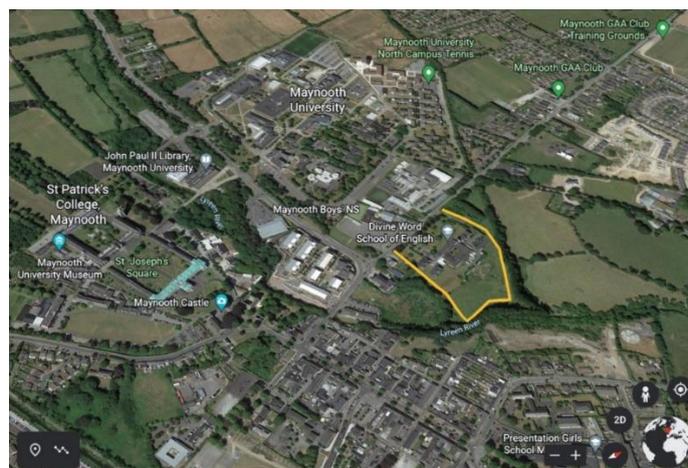


4.4 Maynooth

UniHaven’s College is located in Maynooth, County Kildare, a town about 30 minutes West of Dublin city.



This is Ireland’s first and oldest university town having been so since the 1700’s. The location of UniHaven’s Foundation College will be located at the Divine Word Missionaries premises on the Moyglare Road in Maynooth as denoted by the yellow line on the map below. This premises is located opposite Maynooth University and within a 300m walk to St. Patrick’s Pontifical University. It is also beside the town centre to which students can easily walk to access shopping and medical services as well as bus and rails services.



University Campus Photos

St. Patrick's Pontifical University



Maynooth University



4.5 Transport

There are many ways to get around Ireland. Transport for Ireland can help you plan journeys easily with real-time information on travel by train, bus, tram or taxi – see link here: <https://www.transportforireland.ie/getting-around/>. You can avail of discounted ticketing on most transport services in Ireland including bus, rail and tram through the purchase of a prepaid student discount travel card known as a 'Leap Card'. For more information click on this link: <https://about.leapcard.ie/about>.

Student Leap Cards can be purchased from various Student Leap Card Agents throughout the country and at most train and tram stations in the Dublin and Maynooth areas. The Student Leap Card can also be purchased online from the Leap Card website using this link:

<https://www.leapcard.ie/en/NavigationPages/CardPurchase.aspx>.

A fee is required to purchase a Student Leap Card and to top it up for its ongoing use. Top-ups can be purchased at the same locations as when you first buy the card and through the website using this link: <https://www.leapcard.ie/en/NavigationPages/LoginSelection.aspx>.

Typical Leap Card fares in the Dublin area are Leap Fares as follows:

TFI Leap Card Fares (from 9th of May)

TFI Leap Card Fares	Adult	Young Adult (19-23)	Child (5-15) and (16-18)
Short	€1.30	€0.65	€0.65
TFI 90 Minute	€2.00	€1.00	€0.65
X Services	€2.40	€1.20	€1.00
Irish Rail Zone 5	€3.00	€1.50	€0.65
Irish Rail Zone 6	€3.90	€1.50	€0.65

The 90 Minute fare (TFI 90) now applies to most journeys in the Dublin area and is only €2.00 for adults, €1.00 for young adults (19-23) and students, and €0.65 for children (up to

and including 18 years).

4.6 Accommodation

There are a range of accommodation options available to you in Maynooth, and surrounding towns, including Dublin which is only 45 minutes away by train (located at Connolly Train Station). Our Student Support Officer will help you to understand the main differences between each and how to book your preferred option irrespective of which option you choose. You can pay UniHaven for your first 4 week's accommodation for a fee as advertised on our website or you can pay the providers directly yourself. We also have reserved single own room/shared common room dormitory style accommodation with some providers in the Maynooth area so if you contact us early, we may be able to secure accommodation in one of our accommodation partners before such rooms are booked by others.

- Host family accommodation – Homestay can be a great accommodation option for students when you first arrive in Ireland. Host families provide comfortable accommodation as part of your stay, with single or room-sharing options available and are located within walking distance to public transport. Host Families are visited by our accommodation staff in advance of hosting students, and they are each Garda vetted (police checked). Our host families will happily cater for any special requirements you may have, provided our team are informed in advance during the booking process. Students are placed with families according to their preferences and dietary needs. UniHaven staff offer a full support service for students in conjunction with our accommodation partner Godsil to help with any questions or concerns and are available to meet you directly on-site when required.

Staying with a host family is a preferred option for many students. It provides convenience to students enrolled in an intensive course looking to improve their English quickly, and for students interested in creating a second home here in Ireland. Most students stay with host families located in the Dublin City's suburbs that include the nearby towns of Celbridge, Lucan, Leixlip, Dunboyne, Clonee and Blanchardstown. Students can expect to commute for up to 60 minutes by public transport to Maynooth, depending on their host family location. All locations have

good public transport connections to Maynooth. See below for our detailed list of rooming options available with our hand-picked host families.

- Half-Board*, single room.
- Half-Board*, shared room (for those travelling together).
- Full-Board**, single room.
- Full Board**, shared room (for those travelling together).

*Half Board meals: breakfast and dinner each day, with light/packed lunch included on Saturday and Sunday

**Full Board meals: breakfast, packed lunch and dinner included each day.

If you plan to live with a host family, ask the homeowner for their plan should the household be impacted by Covid-19. Choose a family that regularly hosts international students and research the accommodation as much as possible before you commit to a booking. We will help you with this.

- Rental Accommodation – Should you not wish to avail of homestay during your studies at the College, a rental is also an option. Prices for this can vary greatly depending on location and utilities may or may not be included. Properties for rent are advertised through Estate Agencies and on the ‘to let’ section of websites such as www.daft.ie and www.rent.ie. Typically, accommodation can be full house rental, shared rooms in private and/or rented houses, or corporate student accommodation with a house rent starting from 1500 euros for a 2 or 3-bed house within 30 minutes West of Maynooth town, and room rent within a shared house rental starting from around 400 euros a room monthly for a single room.
- Student Accommodation Blocks – There are many corporate student accommodation providers in Dublin and Maynooth. Prices vary from 150 to 300 euros per week for single ensuite bedrooms with shared eating/living quarters.
- Hotel/Hostel – Should you require a hotel or hostel accommodation during your studies, the Student Support Officer will be happy to suggest some locations.

However, students should be aware that temporary accommodation can be expensive to book for long periods. Hotels and hostels can be found on common hotel booking websites such as www.hotels.com, www.trivago.ie, www.tripadvisor.ie, or www.bookings.com, with hostel prices starting from 30 euros per person per night for shared rooms and hotels starting from 100 euros per person for single rooms.

4.7 Induction and Registration

Once semester 1 starts, you will be taken through a formal registration and induction week where you will be informed about all aspects of study and student support in the College. This student handbook is given to you on your first day of induction. It is also available online through the College website. Induction information sessions are designed to give you a deeper insight into life in Ireland and the culture of the College. Induction activities may include but are not limited to the following:

- Informational Presentations – background to and information about the College.
- Policies and procedures on all aspects of studying at and being cared for by the College while you are here with us. This will include academic quality assurance (QA) Policies, data protection (i.e. GDPR) regulations (e.g., data collection and storage for online learning, use of personal data etc.), student support policies etc.
- Programme Handbook – you will be provided with a copy of the Programme Handbook that outlines all academic-related information about your study including its blended learning aspects and module assessments.
- Student identification (ID) cards - Student ID cards will be issued to students by the Student Support Officer during your induction.
- IT – to include logins, usernames, and passwords for Office 365, Claned, and the associated systems.
- Facilities/Premises Walkabout – to get you familiar with your surroundings and the facilities available to you.
- Health, Safety and Emergency Procedures.
- Opening bank accounts to allow you to lodge money and to pay for services such as accommodation, transport, meals etc.

- A full list of supports and activities that are available that are also fully documented in this handbook.

You will have information sessions during the induction on how you can access and use the technology learning tools at the College and the necessary hardware and software required as well as how teaching and learning will be run in the College. You must be registered to be able to attend classes, access timetables, access the library services, and all other services.

The student support office provides information, advice and assistance to all students and will endeavour to answer student queries offering practical support. Their email is studentsupport@unihaven.ie. The student support office also deals with issues such as confirmation of registration letters, change of address, or collection of student cards. Your student card will be issued by the Student Support Officer during your programme induction. If the card is lost, stolen, or destroyed, you must report its loss and obtain a duplicate from the Student Support Office.

See an example of what your induction week might look like below.

UniHaven International Foundation Pathway Programme

Sample Induction Timetable

This is a non-study week!

Monday

Welcome Address by the CEO of UniHaven.

Welcome Address by the UniHaven Academic Director.

Welcome Address from the UniHaven Programme Manager.

Welcome Address from the Unihaven Student Support Officer

Induction Overview

- Induction Week – Settling In.
- Who is Who – Staff Introductions.
- Expectations of Students and Staff – Student Charter.
- Students Who Have Learning Challenges.
- Students Who Are Minors.
 - Godsil Role.
 - Child Protection
 - Policies.
 - College Legal Obligations.

Lunch hour

Meeting with Programme Manager and Student Support Officer

- Wi-Fi – Connecting In!
- College Campus Tour - how to find your classrooms, study, and recreation areas.
- College Health & Safety, Fire & Emergency Procedures.
- Registration and Visa Requirements.
- Safety and Security.
- Q&A – Ireland, Maynooth, Accommodation, Getting Around, Settling In etc.

Evening - social activity TBC

Tuesday

Meeting with Programme Manager.

Programme Overview

- Streams and Modules.
- Timetables.
- Academic Calendar.
- Progression to Partner Universities and Institutions.

Lunch Hour

Meeting with Teachers

- Module Overviews.
- Teaching and Learning.
- Assessments.
- Academic Integrity.
- Academic Supports Available.
- Attendance Requirements.
- Student Discipline Procedures.
- Student Complaints.

Evening - social activity TBC

Wednesday

Meeting with Programme Manager.

IT Overview

- WiFi Use.
- MS Office – Use and Passwords.
- Onsite IT Support.
- The LMS - how to access and use.
- Student Personal and Programme-related Data – Purpose, Use, Storage, Security and Retention.

Lunch Hour

Student Voice and Representation at the UniHaven College

- Your Class – getting to know your colleagues and respecting the differences between you all.
- Student Class Representatives – Selection, Role, and Training.

- QA Governance Student Representation – Academic Council, Boards and Committees.
- Student Voice – ensuring individual and group needs are listened to and met
 - 1:1 Support from staff.
 - Who to talk to about what.
- Student Healthcare and Medical Needs
 - College Medical Referral Process.
 - Mental Health Supports – Spectrum.Life 6 free counselling sessions.
 - Local Health and Medical Providers.

Introduction to Student Social Activities.

- University Visits.
- Social Nights Out.
- Extra-Curricular Activities.

Evening - social activity TBC

Thursday

Meeting with Programme Manager.

Registration

Lunch Hour

Registration

Opening student bank accounts.

Evening - social activity TBC

Friday

Meeting with Programme Manager

Academic Mini English Workshops

- Speaking and Listening.
- Reading and Writing.
- Note Taking and Study Skills.
- English Language Supports.

Lunch Hour

Meeting with the Student Support Officer

- Preparing to start classes on Monday.
- Ensuring students are settling in well.

4.8 Student Visa

Students from outside the European Economic Area (EEA) must register with the Irish Naturalisation and Immigration Service (INIS) following their arrival and registration at the College. You will receive a letter from the College to bring to your appointment with INIS stating that all fees have been paid in full and that you are undertaking a full-time programme of study at the College. You will be required to pay a fee of €300 at the appointment. However, please be aware this fee is subject to change without notice.

Following this, you will receive your Irish Residence Permit (IRP) card which includes your name, address, photograph, and residence details in Ireland. Students residing outside of Dublin City or county must register at your local immigration registration office. These offices are managed by the Garda National Immigration Bureau (Irish police) and located at Garda (Irish police) stations nationwide.

4.9 Pastoral Care

The College will provide many types of pastoral care to students from banking accounts and general queries about living in Ireland to a referral service where will refer them to specific mental health, medical and wellbeing providers, including hospitals and dentists where necessary, such that students are and feel truly taken care of during their time in

Ireland. Should students suffer a serious illness or injury, the guardian nominee provider (only if the student is a minor) and/or the Academic Director will deal with the student's family, to be the point of contact for any medical or other investigation or calls for information that is essential to help the situation and as agreed with the student and his/her family.

You can expect UniHaven to:

- Inform you about the range of support services available.
- Provide services in an accessible, helpful, and confidential manner.
- Provide appropriate computing facilities and assistance.
- Provide access to a range of cultural, recreational, and sporting activities.
- Provide you with information on student services that may be available to you which include access to professional counselling, support for disability and learning difficulty, the student health service and financial information.
- Guide to prepare you for the transition to partner universities and institutions.
- Provide access to a quiet reflective space where students of all faiths can engage in prayer or meditation etc.

As a UniHaven student, you are expected to:

- Provide us with information on any additional needs you may have in a timely fashion.
- Be proactive in seeking any support you may need.

4.10 Medical Insurance

You are required to have medical insurance for the duration of your programme at the College. Non-EEA students are required to show proof of comprehensive medical insurance when registering with the Irish Garda (Police) National Immigration Bureau for visa registration purposes after you arrive in Ireland. Students can purchase medical insurance through the College at the same time as they are enrolling and paying tuition and associated fees, or you can arrange your own medical insurance from home provided it is in English. Our preferred student medical insurance partner is Arachas Insurance who offer student medical insurance for hundreds of international students who come to study in Ireland each year. We can help to arrange cover for you or you can do this yourself by contacting them using this link: <https://www.studyandprotect.com/Student-Medical-Insurance-Medicover.aspx>.

Having medical insurance ensures a choice of hospital, doctor, and hospital accommodation in the event of illness. Students from the EU should travel to Ireland with their European Health Insurance Card to cover public medical care. Students from non-EU countries are not covered for any free medical attention off-campus and must therefore have their own private insurance. Please note that heavy levies are charged for all hospitalisation, and it is advised to make provision for adequate medical insurance.

4.11 Medical Care

As part of pre-arrival information, students may receive information regarding the recommended inoculations for travel to Ireland. You should contact your doctor at least a month before your trip to discuss this and any other health concerns regarding travel. In an emergency, the College is authorised to seek appropriate care for students.

If you are sick but it is not an emergency (see section 9.2 for emergency procedures), a doctor (GP) or a medical centre should be contacted for an appointment. The doctor will ask questions related to your health and may give a prescription for medicine. You should be aware that some medicines may not be covered by your medical insurance. You can contact the medical insurance company regarding which medicines are covered. You should also obtain the medical certificate if it is deemed you are unable to attend

classes. Written documentation from the doctor is required as proof that you were been unable to attend class. There will be no additional fee for this certificate.

You will normally be required to pay all applicable medical fees yourself. However, depending on your medical insurance policy, you may be able to claim back a portion of the fees at a later date. Additionally, dental, optical, and alternative therapies may not be covered by your medical insurance and may be expensive compared to your home country.

Living and studying in a foreign country for the first time can be lonely at times. Studying at an international college through a language that is not your first language can also be hard, especially near exams and at assessment times. We are here to help you so please tell any of our staff if you are struggling mentally in anyway. While our staff are not trained counsellors or mental health professionals, they will be able to refer to you people who are and who will give you the type of support that you need. To help you access such mental health and counselling support services, the College offers 6 free multilingual counselling and coaching sessions through our partner, Spectrum.Life in conjunction with their trained and specialist counsellors. Your first 6 counselling sessions are free of charge and can be accessed online if necessary. Should you want more than 6 sessions, the sessions after the first 6 will be paid for by you but may be covered by your medical insurance policy. Every student will be given access to the Spectrum.Life website from which they can request such support. Spectrum.Life also provide emergency mental health support. Full details about how to access such supports will be provided at induction.

4.12 Student Charter

Our Student Charter is given to you at induction and details the level of service and standards of excellence we endeavour to provide to students from the start of your application process through to the time you graduate. It also sets out the expectations we have for all our students. We seek to foster a collaborative approach working together with you to achieve an inclusive learning environment and to respond to the

diverse needs of students. The UniHaven Student Charter will also help you to understand the expectations the College has of you in describing the two-way relationship that exists between you and the College for the benefit of your academic progression and your pastoral care as described below.



4.12.1 When Applying for a Place at UniHaven College

You can expect UniHaven to:

- Provide current and accurate information about programmes, applications and entry procedures.
- Provide information on any fees related to academic programmes and student registration and a broad indication of costs relating to your programme.
- Provide information about the facilities and services on offer.
- Consider your application in a fair, efficient, and timely manner.
- Select students who are judged able to undertake the programme based on aptitude skills and knowledge related to the entry requirements for the programme of study.
- Contact you to discuss any special requirements you may have before studying with us.

- Inform you of any changes to the availability or content of your programme.

As a UniHaven College student, you are expected to:

- Provide us with complete and accurate information about yourself, your qualifications and work experience.
- Provide information on any special needs or health issues you have in your application that may impact your learning.
- Inform the College as soon as possible if you decide not to continue with your application.
- Inform us of any relevant changes in your circumstances.
- Give availability for interview days and/or assessments which may be part of the selection criteria.

4.12.2 Programme Start

You can expect UniHaven to:

- Provide a Student Handbook introducing you to the College, its policies and facilities.
- Know or be introduced to the staff who will be responsible for all aspects of your study programme with details of how they can be contacted.
- Provide an induction programme that introduces you to your programme and your teachers.
- Provide induction to the services and facilities available.
- Provide a clear statement about programme requirements at the commencement of the programme.
- Inform you of the methods by which you will be assessed and the criteria that will be used.
- Provide an assessment schedule for the year.
- Provide information on your progress on individual programmes of study and modules.
- Inform you of any changes to your programme.

As a UniHaven College student, you are expected to:

- Make yourself familiar with the information provided to you and that you check relevant notice boards, post and e-mails regularly.
- Seek clarification of anything you do not understand.
- Participate in opportunities provided for you by the College.
- Confirm your registration details and report any errors or omissions immediately.
- Observe the rules and regulations of the College and partner institutions or organisations.
- Respect College property and the environment and facilities, its neighbours and the local community.

4.12.3 Teaching, Learning and Assessment

You can expect UniHaven to:

- Create a stimulating and challenging learning environment.
- Provide high-quality teaching and supervision.
- Provide access to adequate facilities and resources sufficient for the achievement of your educational goals.
- Provide regular feedback on your academic progress.
- Inform you of penalties for late submission or non-submission of coursework.
- Inform you of any attendance requirements and the consequences of failure to attend classes and examinations.
- Review programmes regularly to enhance the quality of learning.
- Inform you of any changes to your programme in a timely fashion.
- Explain all forms of unacceptable academic behaviour such as plagiarism, cheating, collusion, fabrication of data or breach of copyright.
- Assess you using fair and competent methods that meet national academic standards.
- Provide access to your results in a timely fashion as per published policies on completion of your programme.

- Provide access to a clear set of procedures around deferrals and appeals.

As a UniHaven College student, you are expected to:

- Work to the best of your abilities.
- Inform yourself aware of all programme requirements and observe them.
- Raise any questions on your progress with appropriate staff in a timely fashion.
- Observe College rules and regulations on plagiarism, cheating, collusion, fabrication of data, breach of copyright, deferrals and appeals.
- Make yourself available for academic feedback when requested.
- Attend designated lectures, programmes assessments, tutorials, seminars or other timetabled activities associated with your programme in a punctual manner.
- Submit all written assignments, practicals or other coursework within the specified time limits.
- Make your best attempt at each element of assessment in your programme.
- Respect the rights of others in all learning spaces.

4.12.4 Equality, Diversity and Respect

You can expect UniHaven to:

- Treat you with courtesy and respect in all your dealings with us.
- Treat you regardless of gender, marital status, age, disability, race, religion, sexual orientation, or family status.
- Ensure full participation in all College activities is possible without fear and free from discrimination.
- Provide a study environment free from harassment and abuse of power.
- Assess your learning needs and meet those needs as far as is reasonably practicable.
- Ensure a safe and healthy environment.
- Ensure access to your files and any personal data comply with the Data Protection legislation.
- Welcome feedback on all College services.

- Ensure your general information remains confidential and will only be released to a third party with your consent or when legally required.

As a UniHaven College student, you are expected to:

- Treat all staff, fellow students, and visitors with courtesy and respect regardless of gender, marital status, age, disability, race, religion, sexual orientation, or family status.
- Advise appropriate staff of any concerns you may have regarding equality or personal safety and do so on time.
- Take every precaution to ensure that you behave in a safe and considerate manner towards all staff and students.
- Behave in a manner that will not bring the College into disrepute.
- Adhere to all College regulations in the Student Handbook concerning drugs, alcohol and smoking.
- Take care that your interpersonal communications in both physical and virtual environments are respectful of others at all times.
- Act safely and responsibly towards others.

4.12.5 Support Services

You can expect UniHaven to:

- Inform you about the range of support services available.
- Provide services in an accessible, helpful, and confidential manner.
- Provide appropriate computing facilities and assistance.
- Provide access to a range of cultural, recreational, and sporting activities.
- Provide you with information on student services that may be available to you which include access to professional counselling, support for disability and learning challenges, the student health service and financial information.
- Guide to prepare you for the transition to partner universities and institutions.

As a UniHaven College student, you are expected to:

- Provide us with information on any additional needs you may have in a timely fashion.
- Be proactive in seeking any support you may need.

4.12.6 Possible Problems

You can expect UniHaven to:

- Inform you about the standards of behaviour expected.
- Provide access to the student complaints procedure.
- Handle complaints in a fair and timely fashion.
- Put in place fair and appropriate procedures to deal with misdemeanours and serious offences, and that such procedures will be strictly adhered to.
- Deal with disciplinary incidents in a fair and timely fashion, and that you will be informed of any sanctions.

As a UniHaven student, you are expected to:

- Be aware of the College complaints and disciplinary procedures.
- Use the complaints procedures fairly and appropriately.

4.13 College Teaching and Learning

Staff are actively engaged in supporting you throughout your programme of study. The College Teaching and Learning Policy outlines our approach to inclusive and supportive teaching and learning and the College Blended Learning Policy addresses the remote and online learning aspects.

You are required to attend the class for 22 hours per week plus another 3 hours for tutorials, one of which is dedicated to English language support. You can see a sample timetable below (subject to change – please check with College staff for the current updated timetables).

Times	Monday	Tuesday	Wednesday	Thursday	Friday
09:00 - 10:00	EAP	EAP	EAP	EAP	Maths O
10:00 - 11:00	EAP	EAP	EAP	EAP	Maths H
11:00 - 11:15	Break				
11:15 - 12:15	ICS	ICS	Tutorials	Tutorials	Tutorials
12:15 - 13:00	Lunch				
13:00 - 14:00	Maths O	Maths O	Maths O	Option 1	FREE
14:00 - 15:00	Maths H	Maths H	Maths H	Option 1	FREE
15:00 - 15:15	Break				
15:15 - 16:15	Option 1	Option 2	FREE	Option 2	FREE
16:15 - 17:15	Option 1	Option 2	FREE	Option 2	FREE

**Students will take either higher (H) or ordinary maths (O), not both.*

Extracurricular activities will also be provided as part of your timetable. The Student Support Officer and/or a member of staff will supervise all students' extra-curricular College-organised activities.

Online learning support and resources will be provided through the use of our Claned LMS, Office 365 and other appropriate technologies. Students will have an information session during your induction on how you can access and use the LMS and the necessary hardware and software required as part of your general briefing about how teaching and learning will be run at your induction. Should you have any issues with the learning methodologies or any other aspects of teaching and learning, you are encouraged to speak with your Teacher or Programme Manager.



4.14 Academic Support

We will provide you with additional teaching, tutorials and/or 1:1 teacher support in addition to the normal academic supports and tutorials that are a part of the programme if you are struggling academically to help you to progress and succeed on our programme and to progress to the university and degree that you are interested in. Individual plans will be created from discussions with staff to ensure that the student gets the academic support that they require. Additionally, you will be supported in planning your study pathways through the programme's Intercultural Studies and Communications module and with the support and guidance of the academic team. Up-to-date information on the support the College provides for you can be found on our website and at induction.

Should circumstances beyond your control prevent you from completing an assignment on time, you should contact your Teacher as soon as possible to seek an extension. Supporting documentation such as a medical certificate is required. Once received and approved, these circumstances will not affect the grade. See the College Assessment Policy that is available from the Programme Manager for full details about assessments and occasions where you cannot complete them as expected.

4.15 Academic Appeals

We are committed to providing an excellent and fair education and student experience for you. However, we recognise that from time-to-time situations arise when a student considers that s/he might have grounds for appeal against a decision related to the assessment of his/her academic work. We are committed to resolving appeals as quickly as possible. Should you wish to appeal may do so on a limited number of grounds including administrative errors, material irregularity in assessment procedures or an appeal on medical, personal, or other extenuating circumstances as explained below. A fee of 50 euros applies for all academic appeals however, if your appeal is found to be successful, this will be refunded back to you.

4.15.1 Assessment Appeals, Reviews and Rechecks Procedure

An assessment appeal is a request for a review of an assessment decision. This procedure is designed to benefit all students by affording them the right to due process in their dispute over assessment outcomes. All academic staff at the College, be it Teachers, Committee or Board members or academic management, have a duty to objectively process all student assessment grade disputes.

4.15.2 Correction of Error

Errors can be noticed internally even before a student appeals to a grade process or decision. If following a meeting of the Exam Board, an error is discovered in the recording or calculation of a grade and/or in the recording of an overall result, a Correction of Error Form will be completed by the Programme Manager and signed by the Academic Director. This form will be submitted to the Appeals Board for noting and sign-off. An updated transcript will then be issued to the student by the Academic Director.

4.15.3 Grounds for an Assessment Appeal

If you wish to appeal you may do so on a limited number of grounds to include administrative errors, material irregularity in assessment procedures or an appeal on medical, personal, or other extenuating circumstances. You must identify the module(s) and the elements for which the appeal is being made. The application must also specify the grounds on which the appeal is sought and must contain all information that you need to have considered in the appeal.

- Appeal on administrative error or a material irregularity in assessment procedures. An appeal of an assessment result shall be considered only if any of the following minimum standards of programme delivery were not met by the College.
 - If you believe you were adversely affected by an irregularity in how the assessment was conducted, e.g., in written examinations,

insufficient/inaccurate information on examination papers and continual assessments, or faulty IT equipment.

- If you believe you were adversely affected by an administrative error, resulting in an incorrect grade being recorded on the student database.
- If you believe that due process was not followed and seek verification that your work was assessed under the College's policies and procedures and that the process was fair and consistent. For example, were you informed of assessment requirements (modes, weightings), was appropriate feedback provided to you on assessment, and were the assessment processes reviewed by external examiners?
- An appeal may be made on the grounds of medical, personal, or extenuating circumstances if you believe you were adversely affected by factors which the Exam Board was unaware of when making its decision, e.g., personal or medical reasons. However, these are not in themselves grounds for changing a grade. You may at the discretion of the Appeals Board be allowed to resubmit at the next exam period as a first sitting. Appeals are categorised as follows and need to be documented on UFORM013 UniHaven Assessment Appeals Request Form Rev 1 (see Appendix):
 - Appeals on Medical Grounds: In the event of illness during an assessment period, you may appeal. An appeal on medical grounds must be supported by appropriate, signed and dated medical certification on headed paper.
 - Appeals on Personal Grounds: An appeal on personal grounds, e.g., relating to personal difficulties, must be supported by documentary evidence provided by a recognised professional (e.g., psychologist, counsellor, etc.). Documentary evidence provided must be legible and stamped by the relevant professional.
 - Appeals on the Grounds of Extenuating Circumstances: If you are seeking an appeal on the grounds of extenuating circumstances relating to other factors such as the death of a relative or other incident, must submit written evidence; for example, a death notification or Garda report.

4.15.4 Assessment Appeals Process

After your results have been published, you can discuss these with your Programme Manager or Teacher. The aim is to understand the results and provide guidance for you in the future. This early communication can provide useful clarification and feedback and may help to inform your decision on whether to proceed or not with an appeal. However, once an appeal is submitted to the Academic Director, it is no longer appropriate for you to consult with staff about the appeal lodged. The Appeals Board does not attempt to replicate the assessment functions of an Exam Board and, therefore, does not involve itself in re-assessing any assessment elements of a student's work. Therefore, please do not include any assessment materials such as dissertations, essays, programmes, or reports, with an appeal submission, as they will not be considered.

The appeals process follows the following steps.

1. A valid appeal requires submission to the Academic Director by you of a completed UFORM013 UniHaven Assessment Appeals Request Form Rev 1 (see Appendix) within 21 days of the publication of results as notified by the Academic Director together with evidential support for the appeal and the relevant fee (see UPOL008 UniHaven Fees and Refund Policy Rev 1). Requests received by post must be postmarked within this period. Only a signed written request for an appeal from you will be considered. Third-party submissions on your behalf will not be considered.
 - a. **Written assessments:** In programmes where written examinations have been conducted you may request the Programme Manager to view your scripts. To ensure applications to view scripts are processed within the appeal deadline date, three full days are set aside, commencing one day after the formal publication of results, and ending the day before the appeal submission deadline. To organise a viewing of your script, please email a request to the Programme Manager. To view your files in our administration office, please contact the relevant office to organise a date/time, explaining that you wish to do this to appeal.
 - b. **Practical assessments:** For practice-based elements, you may decide to review

your student assessment feedback sheet that is available from the Programme Manager.

2. An Appeals Board is set up. The Board is made up of the Academic Director (Chair) or a nominee, and at least three members, all of which are external independent members with appropriate senior academic experience and with no conflict of interest concerning the matters for deliberation and the applicants or students involved. Where there is a conflict of interest an alternative person may be substituted. An external member will be appointed Chair in situations where the Academic Director will have been a part of the process that led to the appeal. The membership must be independent of those that dealt with the original case or any Teacher/Manager who was responsible for marking the original assessment. The Appeals Board and its members are appointed by AC. Other relevant staff, such as the Programme Manager or a Teacher, may only be present to respond to the Board's queries. The Academic Director will provide a recording secretary for the Appeals Board meetings. See UniHaven Quality Assurance Manual, chapter 2, for full Appeals Board terms of reference.
3. The Appeals Board conducts the formal appeals process and will convene as often as is necessary after assessment periods scheduled in the academic calendar.
4. Once the appeal has been lodged with the Appeals Board, it may request further information from the relevant programme unit including a call for reviews and/or rechecks to be done. A review means the re-consideration of the assessment decision by the Exam Board in consultation with the Teacher(s) concerned. A review will automatically include a recheck. A recheck means the administrative operation of checking (again) the recording and combination of component scores for a module and/or stage. The process normally involves establishing that all answers, part answers and/or other assessment materials have been assessed and totalled correctly. This involves checking the script again, re-calculating the final scores, and where appropriate, modifying the results accordingly. Marks allocated can be increased or decreased. There is no appeal process for a re-check.
5. The review and recheck process may result in one of the following outcomes:

- a. Grade remains unchanged
 - b. Grade is increased
 - c. Grade is decreased
6. The Appeals Board will review all documentation relating to the appeal, including a review and/or recheck response from academic staff, and will decide on their findings.
 7. The Appeals Board will arrive at one of the following decisions:
 - a. To uphold the appeal.
 - b. To reject the appeal.
 8. The decision of the Appeals Board will be conveyed in writing by the Academic Director to you within five working days of the outcome of the Appeals Board, informing you of the appeal decision. If the appeal is successful, the appeal fee is refunded via your bank account.

The decisions of the Board are recorded in Minutes that are circulated to the Programme Manager. Copies of the Minutes and letters to students are stored in a restricted access folder on the College IT Systems/Servers.

4.16 Student Facilities

Student facilities include a student common room where you can relax and chat with your classmates, a restaurant that serves daily menus, and a small library containing core textbooks. The College will also have multi-faith prayer rooms to facilitate quiet reflective spaces in which students can sit, reflect, relax, pray, meditate etc. There is also a beautiful courtyard where you can sit and relax outdoors. While onsite at any of these premises or any other premises organised by the College, the use or abuse of non-prescribed drugs, smoking and alcohol is strictly prohibited.

4.17 Information Technology and Computer Services

You will have full access to the Claned LMS, Office365 and all relevant IT infrastructure to support your learning, whether in-class or remote/online.

4.17.1 Email

Your student email is the primary method of contact between you and the College outside of the classroom. It should therefore be checked regularly. Students have the responsibility to recognise that certain communications may be urgent and require timely attention.

4.17.2 Claned LMS

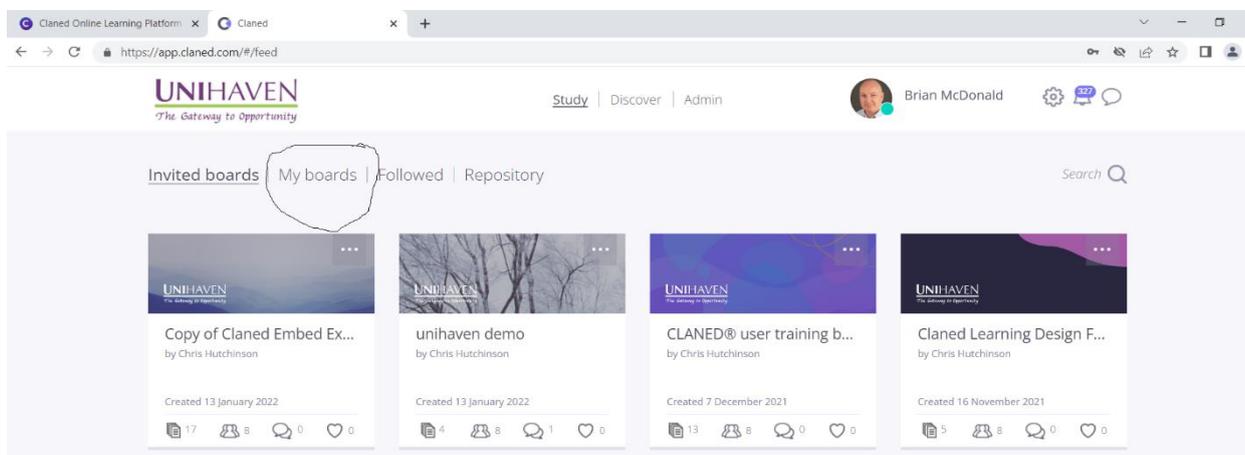
Teachers will utilise a virtual learning environment/learning management system (LMS), called Claned, to distribute class notes, presentations, assignments, and other e-learning tools available to you. All students will receive training and support on how to use the system during the induction to the College. You will self-enrol on the LMS for the modules taken, and your Teacher will provide you with a module ID and the link to self-enrol. Claned, www.claned.com, was selected for

- Its user-friendliness for both students and staff.
- Its ability to enhance teaching and learning as opposed to just being used to share content.
- Its ability to facilitate excellent interaction between students and Teachers.
- Its ability to provide very specific feedback to teachers in the form of comments and questions that are easily pinpointed to a specific point in any learning content format.
- Its facilitation of student-to-student social interaction.
- Its back-end learning analytic automatic data analysis in the areas of
 - Learning time and frequency feedback.
 - Content learning difficulty feedback.

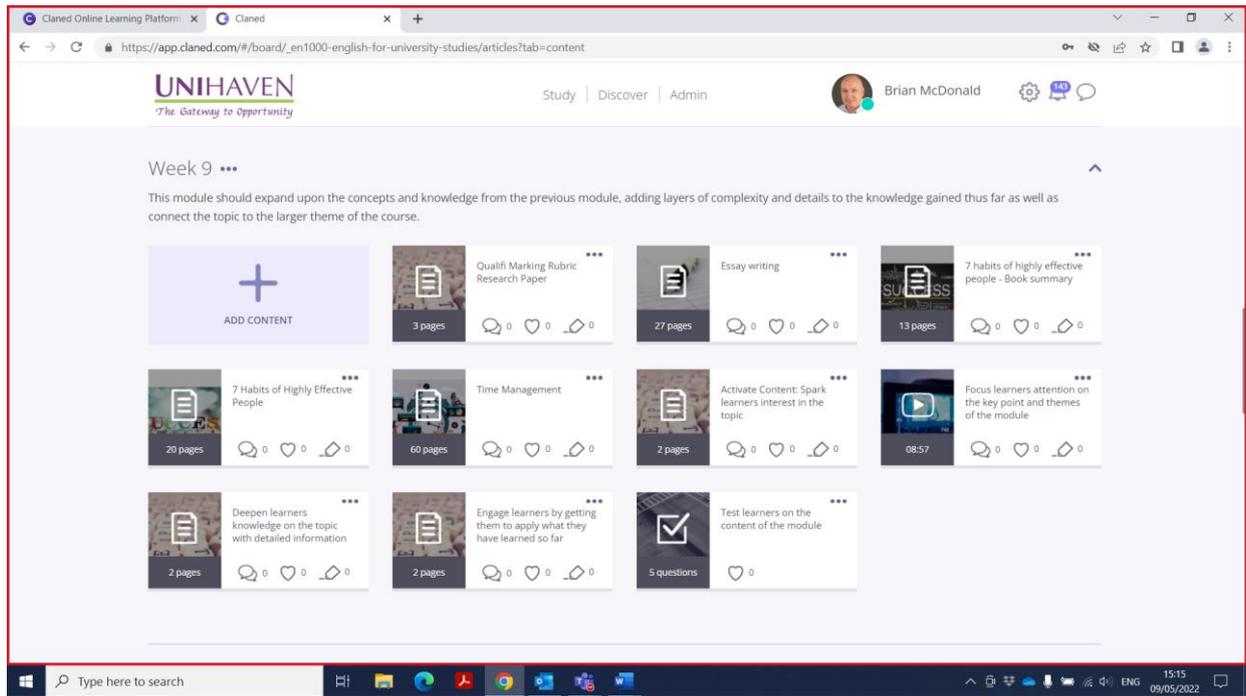
- o Student interaction with the content via comments, questions etc.

The purpose of the College LMS is to share programme core content, to provide learning support content, to provide a means for you to contact your Teachers online, to provide a means for you to leave questions for your Teachers outside of hours that will be actioned in-hours, to facilitate formative assessment and to provide an interactive Teacher/student two-way feedback mechanism that supplements your in-class learning and feedback.

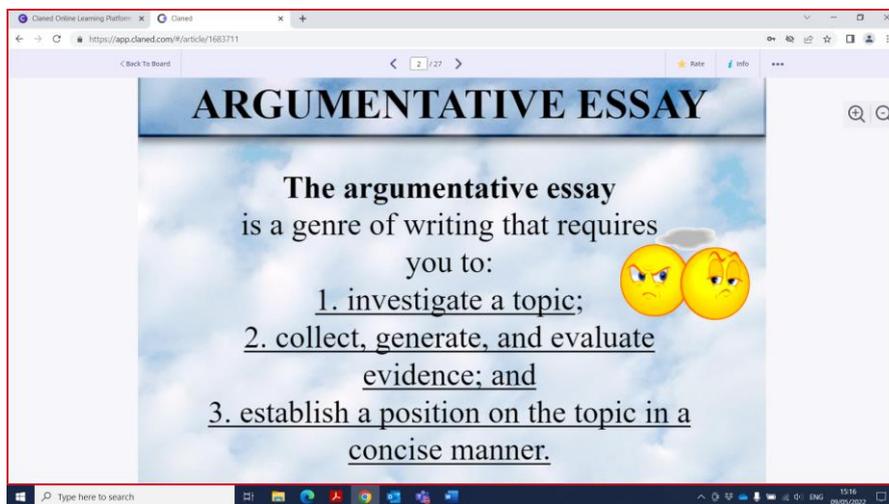
The 'My boards' section on Claned shows the programme modules that you are taking as part of your programme. All students will have the ability to post comments and questions about the content that Teachers will be notified of and be able to respond to. Students will also be able to post messages into a student group forum/chat. UniHaven Programme Management as administrators will monitor and vet all student communications.



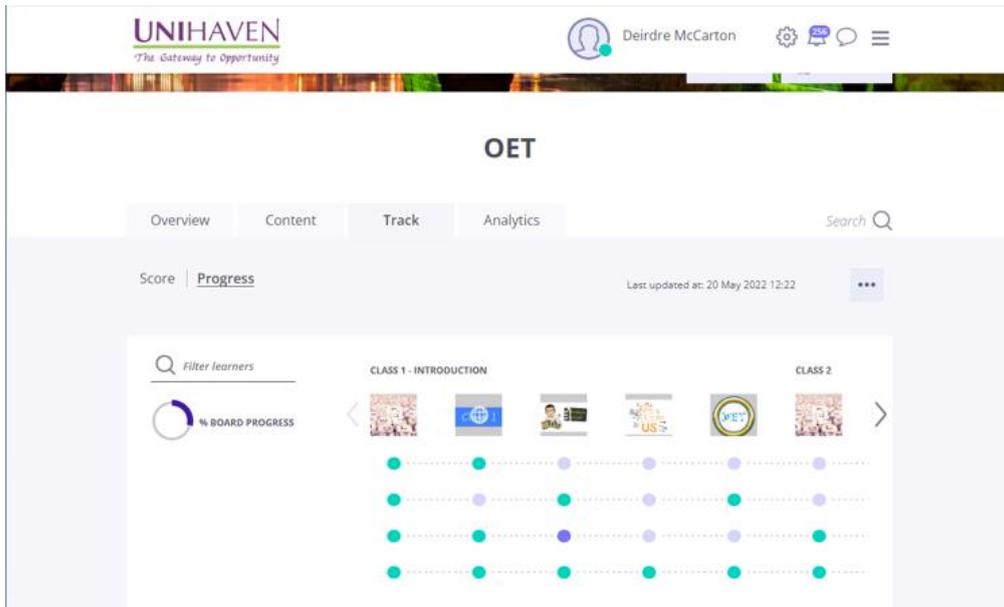
Within the module, mini boards are created and usually displayed as weekly content. Week 9 of one of UniHaven's online modules is displayed here as an example. You simply click on each icon to access the content without leaving the platform to open it elsewhere.



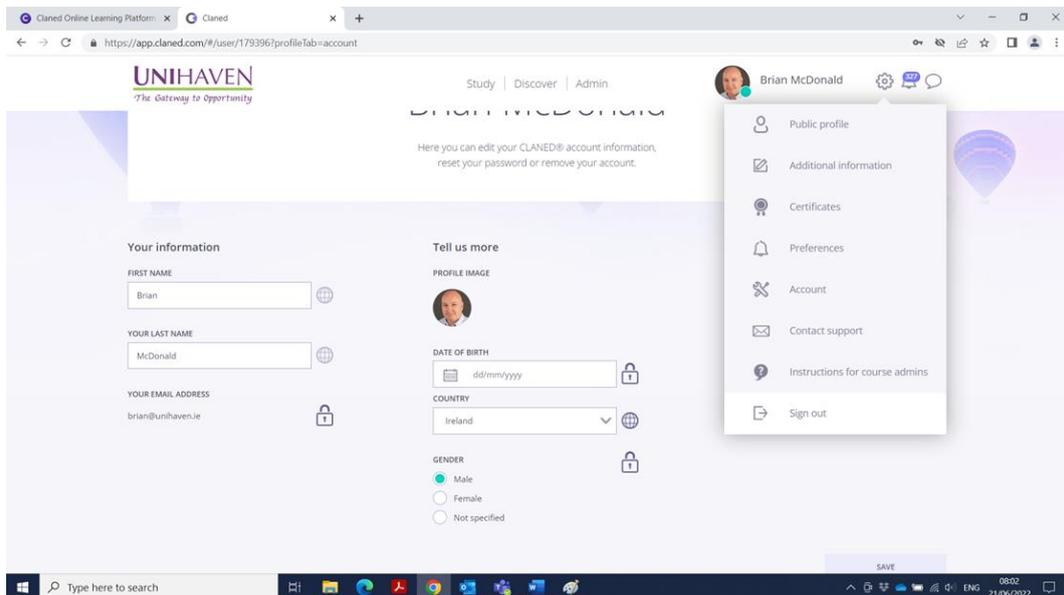
The below sample image shows a slide of a presentation that a Teacher has uploaded as you would see it in Claned.



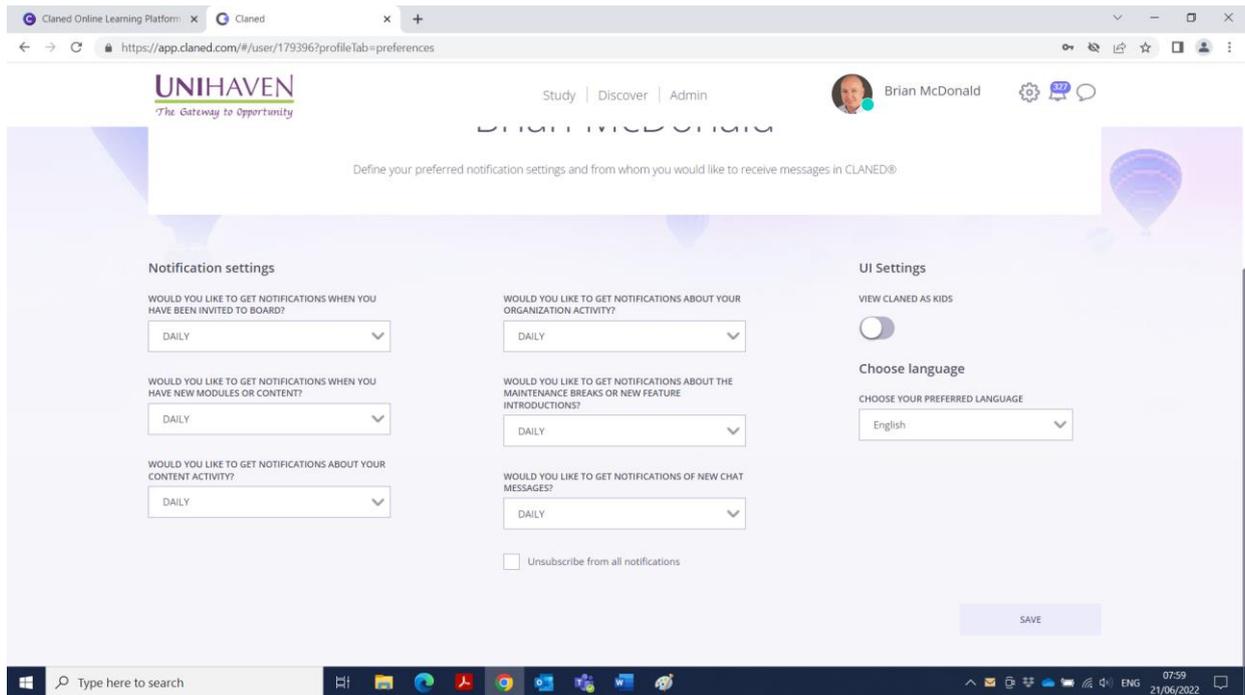
This example shows the analytics side of material through different modules. Teachers will use this to see how students are progressing through the content of each module.



Students can choose which fields they wish to populate and how for each. The drop-down settings menu shows where each screen is accessed. In this image you can see where to enter your name, profile photo, date of birth, country, and gender. Students will be encouraged to enter their name at a minimum so that Teachers can communicate with them through the platform, but all fields are optional.



You can freely choose which type of notifications you wish to receive and at what frequency. You will also have the option to unsubscribe. We will encourage all students to stay subscribed to help get notified of content releases and other relevant programme information, but such notifications will be shared in class as well should you choose to unsubscribe.



4.17.3 Learning Analytics

The data for learning analytics comes from a variety of sources, including the LMS. The sources from which student learning data is collected includes but is not limited to:

- Summative and formative assessment grades and feedback whether in hard or soft copy.
- Exam broadsheets.
- Student attendance, completion and retention rates as recorded on College IT Systems/Servers or the LMS by Teachers and student support staff.

- Student recruitment and admissions data as recorded on College IT Systems/Servers by admissions staff, in particular, evidence of previous learning before joining the programme student identification for assessments, and student unique IT system logins.
- Student progression data in terms of how many students progress to HEI partner degree programmes and which programmes these are.

The LMS collects data such as

- Student LMS identification and logins.
- Student programme and module progression.
- Student feedback on the LMS content supplied by them as questions, comments, and time spent on each piece of individual content they study.

A range of interventions may take place in response to an analysis of the data collected and analysed. The types of interventions and what they are intended to achieve may include:

- Prompts or suggestions sent automatically to you via email, SMS message or web/cloud notification to include Teacher or staff-entered prompts or automatic LMS prompts.
- Staff contacting you based on the data collected if it is considered that you may benefit from additional learning or other support, for assessment feedback the Teacher wishes to share with you in an online format, or where staff suspect student misconduct from student behaviour to include general or academic misconduct. In this latter context, staff will follow up as per the College Academic Misconduct Procedure or Student Complaints and Disciplinary Procedure as relevant.
- Online interventions, whether automated or human-mediated, will normally be recorded and retained as per the College Data Retention Policy.

4.18 Student Representation

A Student Representative is a student chosen for each programme pathway stream to facilitate interaction between staff and students regarding programme-related matters and student-support-related matters. Essentially, the student representative is the point of contact for a particular programme or pathway stream on behalf of your peer students. Two student representatives nominated from the student pathway stream representative group will sit on each Academic Council and Programme Board.

The student representative will receive training to explain the role and responsibilities and will receive support from the Student Support Officer as to how best to fill this important student voice role. Meetings will be held monthly to gain feedback on classes and programmes, student wellbeing and any issues students may be encountering.

4.19 Student Interaction

Separate from the student representative process, we will seek to gain feedback from you through informal week-to-week discussions with Teachers, Programme Manager and engagement surveys. Surveys will be generated each semester to find out more about your experience at the College and will include questions around:

- Academic survey: feedback on teaching methods, modules and content, assessments, and homework, to include the blended learning aspects.
- Student Life: looking for an insight into your opinions on College facilities, student support services and social programme activities.

An overall experience survey will be conducted at the end of the programme to enable students to give feedback and recommendations based on their overall college experience and to allow for any change in their experience from the start of the programme through to exit.



4.20 Student Attendance

Attendance is taken in each lesson by the teacher and is recorded on our IT Systems/Servers. The College has mandatory attendance requirements of a minimum of 85% attendance for all enrolled visa-required non-EEA students to comply with INIS regulations. The programme satisfies Irish visa conditions in that students will study fulltime with UniHaven College between the hours of 9 am and 5 pm on a minimum of 4 days between Monday and Friday each week, with the programme's 25 hours a week of class time satisfying the minimum 15 hours of class time requirement, excluding breaks.

Attendance is classified as attending the full designated tuition hours. A student will be marked 'Absent' if they do not attend class, if they are late by more than 15 minutes and if they leave class early. If a student's attendance falls below 85% in the first four weeks of their programme, this will be communicated to INIS. Under exceptional circumstances, a student may be excused for their absence, e.g., for health/medical reasons or based on

compassionate grounds (bereavement). Supporting documentary evidence should be submitted when the student is explaining their absence (e.g., a medical certificate from a registered medical practitioner). The headings below clarify which type of absences may be excused.

Should the student not satisfactorily address their non-excused attendance issues as described below, they will be subject to the below disciplinary process that may lead to expulsion, in which case no student refunds will apply. This procedure is a standalone procedure separate from the disciplinary procedure for non-attendance disciplinary issues such as Academic Misconduct, Gross Misconduct etc. that is outlined in UPRO008 UniHaven Academic Misconduct Procedure Rev 1 and UPRO010 UniHaven Student Complaints and Disciplinary Procedure Rev 1.

4.20.1 Holidays and Breaks

Students are not permitted to take holidays or breaks during the normal College semester other than those published by the College in advance. The Academic Calendar detailing the start and end dates for each semester per academic year will be shared with students at induction and will be accessible on the College website. Absences that may be accommodated are listed below.

4.20.2 Sick Leave

Should a student be unable to attend classes due to illness, all students must:

1. Notify the College by emailing the Student Support Officer directly on the first day of sickness and each day of sickness thereafter. The Student Support Officer's name and contact details will be provided at induction but their email is studentsupport@unihaven.ie.
2. Provide a medical certificate to the Student Support Officer on the first day of returning to the College after sickness. Upon receipt of the medical certificate, the sick

leave will be recorded on the college IT Systems/Servers and the student's attendance will not be affected by the period of the certified illness-related non-attendance.

Should no documentary evidence be provided or if the student does not email the Student Support Officer for each day of sickness, the student will be marked absent for the days that they are not attending classes.

4.20.3 Illness of a Family Member

Should a student be unable to attend classes due to the serious illness of an immediate* family member, the student must:

1. Request Illness leave from the College by emailing the Student Support Officer directly explaining the reason for requesting the leave. The Student Support Officer's name and contact details will be provided at induction but their email is studentsupport@unihaven.ie.
2. Provide documentary support to student support regarding the family member's illness (e.g., medical certificate).
3. The Student Support Officer will discuss the leave request with the Programme Manager who will approve the leave if the supporting evidence is genuine.
4. Upon receipt of the required medical certificate, the illness leave will be recorded on the college IT Systems/Servers and the student's attendance will not be affected by the period of the certified illness-related non-attendance.

Should no documentary evidence be provided, the student can be marked absent for the days that they are not attending lessons.

**Immediate family members are defined by UniHaven as the spouse, parents, legal guardians, siblings or children of the student.*

4.20.4 Bereavement

Students may be excused from classes in the unfortunate event of a bereavement in their immediate* family. The student should:

1. Request leave from the College by emailing the Student Support Officer directly. The Student Support Officer's name and contact details will be provided at induction but their email is studentsupport@unihaven.ie.

2. Provide documentary support to student support regarding the family member's illness (e.g., formal death notification).
3. The Student Support Officer will discuss the leave request with the Programme Manager who will approve the leave if the supporting evidence is genuine.
4. Attendance levels will not be affected in these circumstances, and the student will be placed on bereavement leave in the College IT Systems/Servers.

**Immediate family members are defined by UniHaven as the spouse, parents, legal guardians, siblings or children of the student.*

4.20.5 Victim of Crime

Unplanned leave requests may be granted in the case being a victim of crime. Students may be excused from classes in the unfortunate event of a bereavement in their immediate* family. The student should:

1. Request leave from the College by emailing the Student Support Officer directly. The Student Support Officer's name and contact details will be provided at induction but their email is studentsupport@unihaven.ie.
2. Provide documentary support to student support regarding the family member's illness (e.g., Garda (Police) report of the incident).
3. The Student Support Officer will discuss the leave request with the Programme Manager who will approve the leave if the supporting evidence is genuine.
4. Attendance levels will not be affected in these circumstances, and the student will be placed on victim of crime leave in the College IT Systems/Servers.

4.20.6 Supporting Evidence

Supporting evidence from a competent professional is essential to the granting of leave requests/accepting sick leave. Please attach any medical certificates or relevant documentation as appropriate. Submitted evidence is non-returnable. Where appropriate, please ask the professional providing supporting evidence to be as specific as possible in outlining the impact of your circumstances on your ability to attend class as expected.

Physical illness, to include injury, accident, or hospitalisation	Supporting original evidence must be supplied by a registered medical practitioner.
Family Illness	Supporting original evidence must be supplied by a registered medical practitioner.
Bereavement	Supporting original death notification evidence must be supplied.
Victim of crime	Supporting original evidence must be supplied by An Garda Siochana/Police.

4.20.7 Non-excused Absences

Where a student's attendance is identified as a cause of concern, the following actions may be taken to address the situation.

- The teacher in the first instance will discuss any student whose attendance has fallen below 85%. This is the first informal approach to resolving the issue. Once the teacher has uncovered the issue, s/he will address it in conjunction with the Student Support Officer.
- Should the student's attendance not improve, the teacher will refer the matter to the Programme Manager who will meet the student to discuss the matter. The student will be given one week to demonstrate an improvement.
- If attendance does not improve, the Programme Manager will issue a first warning email to the student. The student will be given one week to demonstrate an improvement.
- Should the attendance continue to be at an unsatisfactory level, the Programme Manager will meet with the student and issue a second warning email. The student will be given one week to demonstrate an improvement.
- Should the attendance continue to be at an unsatisfactory level, the Programme Manager will again meet with the student and issue a final warning email. The student will be given one week to demonstrate an improvement.
- Following this, a failure to demonstrate an improvement in attendance may result in a meeting with the Academic Director to discuss grounds for expulsion. Should expulsion be necessary, the Academic Director will issue a letter confirming the

same to the student within 3 working days of this decision being made and the Irish immigration authorities will be notified.

4.20.8 Attendance Decision Appeals

The expulsion decision made by the Academic Director may be appealed to the Appeals Board on the following conditions:

- Procedural irregularity which, had not occurred, might have impacted significantly on the validity of the original decision.
- New evidence that could not reasonably have been made available during the initial procedure that led to the Academic Director's decision.
- That the decision made was too severe when viewed in the overall circumstances of the case.

Appeal requests must be submitted to the Programme Manager no less than 5 working days following notification of the Academic Director's decision. The Appeals Board members will not include the Academic Director because s/he was involved in the process that led to the decision to expel them. The decision made by the Appeals Board will be final.

4.21 Students with Disabilities

In the case of specific needs or an ongoing issue for students that may affect performance, the issue must be declared to Student Support Office as soon as practicable if it has not already been declared at the enrolment stage. The Student Support Officer will liaise with the student and the Academic Director. Appropriate mitigation will be considered in consultation with the Academic Director to investigate what supports can be made available as per the College Learner Disability Policy. The Student Support Officer is responsible for liaising with academic staff to ensure that any agreed support in respect of teaching, learning and assessment is made available. Adaptations of assessment for a student may be implemented and may include the following and/or other reasonable adaptations:

- Modified presentation of assignments/examination papers e.g., enlargements.
- Scribes/readers.

- Use of sign language.
- Practical assistants.
- Rest periods.
- Adaptive equipment/software.
- Use of assistive technology.
- Extra time.

4.22 Students Who Are Minors/Children

The College will put in place specific arrangements for students who are classified under Irish law as children, i.e., aged under 18 years. Such students will be partnered with our guardian nominee company Godsil on the College's behalf, but the students' families/parents will sign their agreement with the guardian nominee company pre-enrolment, with the College only performing an introductory service. Students will enter the contract directly with Godsil for services provided and will pay Godsil directly for this guardianship service unless they have someone else who can play the role of guardian nominee instead, e.g., a relative living in Ireland. Godsil will be available on a 24/7 basis to ensure that you have a point of contact outside of the College in case you need it. Typical services provided include accompanying you to medical and visa appointments, emergency support and care, and general external student welfare support where someone may be needed to vouch for or accompany you.

Students are invited to talk to our Student Support Officer regarding any queries or issues involving minor students. Furthermore, Irish law has specific child protection rules that the company must enforce if anyone suspects that a child is at risk. See the College Child Protection Policy for full details.

4.23 Late Arrivals

Students will be accommodated up to 3 weeks after the enrolment date. students will get an individual induction and will be provided with academic support to get them up-to-speed with

the programme and pastoral support to help them to settle in quickly to the location, their accommodation, their class, and life in Ireland generally.

4.24 Student Assessments – Extenuating Circumstances

The College is committed to a policy of reasonable accommodation to meet individual needs and to enable full access and participation for all students with specific needs or where exceptional mitigating circumstances temporarily prevent them from participating in the academic and/or assessment process. If you will or have missed an assessment or feel you cannot properly complete it because of one of the following reasons, complete UFORM024 Extenuating Circumstances Application Form Rev 1 in the Appendix.

4.24.1 Disability

In the case of a specific learning challenges or any ongoing issue for you that may affect your academic performance, the issue must be declared to Student Support Office as soon as practicable if it has not already been declared at the enrolment stage...see UPOL007 UniHaven Student Recruitment and Admissions Policy Rev 2. The Student Support Officer will liaise with the student and the Academic Director. Appropriate mitigation will be considered in consultation with the Academic Director. All students granted reasonable accommodations on the grounds of disability will be dealt with as per UPOL018 UniHaven Learner Disability Policy Rev 1. The Student Support Officer is responsible for liaising with academic staff to ensure agreed supports in respect of teaching, learning and assessment are made available. Adaptations of assessment for a student may be implemented and may include the following and/or other reasonable adaptation that will be judged on a case-by-case basis:

- Modified presentation of assignments/examination papers e.g., enlargements.
- Scribes/readers.
- Use of sign language.
- Practical assistants.

- Rest periods.
- Adaptive equipment/software.
- Use of assistive technology.
- Extra time.

4.24.2 Compassionate Consideration

You should seek advice and support offered by the College via the Student Support Officer in circumstances where an assessment is missed, or your performance may have been adversely affected. The following are examples of circumstances under which compassionate consideration may be given as judged on a case-by-case basis:

- A physical injury or emotional trauma during a period of four to six weeks previously.
- A physical disability or chronic or disabling condition such as epilepsy, glandular fever, or other incapacitating illness.
- Recent bereavement of a close family member or friend.
- Severe accident.
- Domestic crisis.
- Terminal illness of a close family member.
- Other extenuating circumstances.

In the case of missing an assessment deadline, you must notify the Teacher who will direct you to the Programme Manager who may arrange for an extension or advise you to apply for consideration of mitigating circumstances using UFORM024 Extenuating Circumstances Application Form Rev 1 in the Appendix. Where you have not communicated with College

staff at all a late penalty will be applied as described below.

In the case of an exam or assessment where you know in advance that they are going to miss the examination, you must apply to the Academic Director's office for authorised absence from the examination via a formal application for compassionate consideration using UFORM024 Extenuating Circumstances Application Form Rev 1.

In the case of missing an examination due to an unforeseen circumstance or being taken ill during an examination, then you must apply for compassionate consideration using UFORM024 Extenuating Circumstances Application Form Rev 1 as soon as you are well enough to return to the College.

Where a student is taken ill just before or during an examination the invigilator should be notified, and the circumstance recorded in the Invigilator's Report. You may fill out UFORM024 Extenuating Circumstances Application Form Rev 1 on your return. In all cases medical certification will normally be required – such certification must be issued by recognised practitioners and dated at the time of the illness and not be retrospective. Where you present at an examination, you have deemed yourself fit to take that examination.

In cases of an ongoing issue, you may apply for a leave of absence, a deferral or an alternative assessment or additional support in cases involving disability. An alternative assessment will be aligned to the same learning outcomes and be of the same standard as the original assessment. Leave of absence and deferrals will be handled using the Deferral Procedure in section 5.20.1.

To apply for consideration, you must follow the below process.

1. Fill out UFORM024 Extenuating Circumstances Application Form Rev 1 available on the LMS and in the Appendix and submit it to the Academic Director with all supporting documentation.
2. The form is screened for eligibility by the Academic Director who will decide its merits. The Academic Director and Programme Manager will meet to consider those

applications that the Academic Director has approved for compassionate consideration. They determine:

- a. If the circumstances presented were exceptional and may have affected performance.
 - b. The degree to which the performance may have been affected.
 - c. The actions are taken to mitigate the effect on performance.
3. The typical outcomes where a case is upheld are:
- a. You can defer the examination or assessment subject to the implications of such a decision on your university progression options. Deferrals are not indefinite, students who defer an examination must take that examination at the next available sitting or apply to renew the deferral. The student's registration status must also be taken into consideration.
 - b. Penalties for late submission may be lifted or reduced - see Extensions and Late Submissions Section 5.13.3.
 - c. Consideration will be made in respect of borderline cases, where there is other evidence that the learning outcomes have been achieved.
4. If it is an eligible request, the form will be passed to the Exam Board. Where there is a suite of examinations at the same time, a student may not select to take some and present mitigation for others unless there were special circumstances.
5. In all cases the nature of the compassionate consideration is confidential, and the Exam Board is provided with sufficient information to discharge their duty.
6. The Programme Manager will note the decision of the Exam Board and inform you of the outcome.
7. The Programme Manager will liaise with the Academic Director to update the student records on the College servers/LMS. All applications for reasonable accommodations and compassionate consideration are recorded and an overall,

anonymised, analysis is included in the Academic Director's Examinations Report to AC.

4.24.3 Extensions and Late Submissions of Assessed Coursework

You may apply for an extension to the deadline for an element of continuous assessment under the College's policy for extenuating circumstances. Extensions are considered only where the written application is submitted to the Programme Manager in advance of the deadline with supporting evidence as to why the extension is warranted (e.g., medical certificate). Extensions to coursework may be approved by the Programme Manager who will consult with the Academic Director as appropriate. Technical problems, such as computer failure or viruses, are not deemed legitimate reasons for late submission or non-submission of work. The only exception is if the assessment is to be submitted via the LMS (for formative assessments only) and it is not operating, in those cases, a report will be sent from the Programme Manager to the Academic Director to ensure students are not disadvantaged. If an extension has not been granted and work is submitted after the extended due date, late submission of assignments is penalised as follows:

- 10% penalty for assignments submitted within three calendar days of the submission deadline.
- 20% penalty for assignments submitted within one week (seven calendar days) of the submission deadline.

Later submissions, i.e., after one calendar week, will not normally be accepted. You are expected to retain a copy of all submitted coursework.

4.25 Academic Misconduct Prevention

The College promotes academic integrity and is proactive in encouraging correct academic writing and research skills. All students are advised of the expectations concerning academic work submitted for assessment and are provided with access to services to support the development of appropriate academic skills. Also, we will use plagiarism detection software. We will provide teaching and tutor support to clarify exactly what is

and what is not acceptable regarding referencing, gathering, and presenting information for assessments on our programmes to prevent any form of academic misconduct, all forms of which are unacceptable. Our Academic Misconduct Procedure which is outlined below is also available from the Programme Manager and will be published on our website/LMS.

You are advised that the College takes cases of academic misconduct very seriously and will apply penalties up to and including expulsion from the College with no right to return or entitlement to a refund. The College reserves the right to protect its reputation as an academic institution and will defend any legal challenge to the implementation of this policy and procedure and the outcomes of deliberations relating to academic misconduct. All assessment and examination tasks are to be entirely the work of the individual submitting them unless stated otherwise. Any assessments found to contain work the same as, or like, that of another student, past or present, will also be considered academic misconduct and the appropriate procedure will be applied and penalties determined as appropriate.

The following definitions will guide staff and students as to what a student is suspected of under the overall heading of academic misconduct:

- Cheating - examples of cheating include but are not restricted to:
 - Any form of communication with or copying from any other source during an examination/assessment.
 - Use of a third party for the completion or partial completion of an assessment e.g., a friend, family member or essay writing service.
 - Introducing any form of written or other material into an examination (including that stored electronically) other than that specified on an examination paper.
 - Use of mobile phone during an assessment or examination.
 - Forgery, alteration or misuse of College documents, records, or identity cards.

- Submission of false claims of prior qualification, research, or experience to gain credit for prior learning.
- Plagiarism - Plagiarism is defined as the presentation of work, written or otherwise, of any other person, including another student, or institution, as the candidate's own. Plagiarism includes but is not restricted to:
 - Verbatim copying of another's work without clear identification and acknowledgement.
 - Close paraphrasing of another's work by simply changing a few words or altering the order of presentation without clear identification and acknowledgement.
 - Unidentified /unacknowledged presentation of another's concept as one's own.
- Collusion – is defined as the conscious collaboration, without official approval, between two or more students in the preparation and production of work which is ultimately submitted by each in an identical or substantially similar form and/or is represented by each to be the product of his or her efforts. Collusion also occurs when there is unauthorised cooperation between a student and another person in the preparation and production of work, which is presented as the student's own.

Cases of suspected academic misconduct, i.e., the intention to secure an unfair advantage through dishonest academic practice in the assessment process, will be addressed through the below UniHaven Academic Misconduct Procedure. To deter students from considering academic misconduct as a low-risk option in cases where they feel failure is likely, in considering the penalty to be imposed the Academic Misconduct Committee should normally ensure that any penalty is more significant than having made an honest attempt at assessment and failed.

The College operates based on fairness and transparency, promotes academic integrity and seeks to ensure the validity and reliability of the assessment process. As a result, this policy will be applied consistently. The College will not condone or facilitate academic conduct that seeks to intentionally compromise our reputation as an academic institution and the

standards of the programmes it offers. All students will be notified of the action to be taken in any instance of academic misconduct being suspected and the potential penalties that may be applied. This policy applies to all students.

The Academic Director is responsible for the implementation of this policy in respect of all cases brought to his/her attention and is also responsible for ensuring all Teachers are aware of the policy, of their obligations within it and how to act in cases of suspected academic misconduct. The Academic Director is responsible for determining whether an identified case of suspected misconduct warrants further investigation. Where a suspicion of misconduct is identified the policy must be applied promptly to ensure the interests of the student concerned and consideration of Exam Board requirements. You will be notified of any suspicion and of any proceedings where a matter is being investigated. Notification should be in writing and should normally be by email to your correspondence email address. You will be notified of their rights and provided with a link to or copy of this policy and its corresponding procedure along with any source material identified in cases of suspected plagiarism.

You have a right to attend a formal deliberating committee in respect of a case brought against you. Should you choose not to attend or participate the committee is authorised to proceed regardless. The College strongly encourages the attendance of students at applicable hearings held by the Academic Misconduct Committee. You are permitted to ask the Student Support Officer, your student representative or a support person (e.g. a close friend or family member) to attend the hearing with you. If you wish to have a legal representative attend, you must inform the College in advance and provide details such as name and relationship to you.

You are advised that the Academic Misconduct Committee is required to determine if, on the balance of probability, the misconduct occurred or not. In that regard, the College believes there is no justification for misconduct, and claims of stress, financial pressure, ill health, or other such instances will not be accepted as justification for academic

misconduct. Equally, a lack of knowledge is not considered a suitable defence.

The College provides extensive information to all students on the regulations and their responsibilities within them. Dishonest conduct in the assessment will not be tolerated and you should look to alternative options in times of high pressure or uncertainty. Any student who believes they are subject to pressure that is impacting their studies and their ability to satisfy assessment requirements are advised to consult Student Support Officer or the Programme Manager or Teacher and request appropriate support or information on the options available to them. The College will retain a written record of each stage of proceedings. If it is found on the balance of probabilities that no offence has occurred, all records of the allegation will be removed and deleted from the student record.

4.25.1 During the Examination Sitting

Any member of staff who suspects academic misconduct during assessment under examination conditions must report such suspicions immediately to the Programme Manager who will tackle the issue with you as follows.

1. The Programme Manager is required to approach you and ask them to step outside the examination hall. A second invigilator or staff member should be present for this.
2. The Programme Manager will:
 - a. Confirm your identity and confiscate your I.D card temporarily.
 - b. Explain the suspicions and reason for suspicion.
 - c. Note your response.
 - d. Remove any unauthorised material.
 - e. Advise you of the entitlement to complete the examination and confirm the requirement for you to report to the Academic Director immediately after the

examination concludes.

3. On returning to the hall, the invigilator is required to annotate the script clearly at that point. You are then permitted to finish the examination.
4. The Programme Manager is required to submit a full, written report on the incident to the Academic Director.
5. At the end of the examination, you must present yourself immediately to the Academic Director where you will be advised on the next steps in the case of suspected academic misconduct. You will have their ID card returned at this juncture, along with any personal items not deemed relevant to the investigation. The relevant script is corrected as normal.

4.25.2 Suspected Academic Misconduct during Grading of a Student Assessment or Examination

Any Teacher or examiner who suspects academic misconduct during grading must report such suspicions immediately to the Academic Director. In making such a report the examiner is required to provide:

- A copy of the student submission.
- The mark sheet and feedback for the student are based on being marked as normal.
- Copies of all relevant evidence/documentation, supporting this suspicion.
- A completed copy of UFORM020 UniHaven Academic Misconduct Form Rev 1.

This should be done as soon as the academic misconduct is suspected, to allow for appropriate investigatory action and possible disciplinary proceedings in advance of the examinations and/or Exam Boards. Each student is entitled to the presumption of innocence and therefore the assessment must be marked as normal. The grade and feedback will not be released until such time as the allegation has been investigated and an outcome determined on the balance of probability. Where suspicion arises due to a report from

plagiarism detection software, the Teacher must first have reviewed and interpreted the report and made an informed judgement on whether it appears academic misconduct may have occurred. Information produced by the plagiarism detection software does not automatically equate to confirmation or evidence of plagiarism. Further guidance can be obtained from the Programme Manager.

4.25.3 Procedures in Cases of Suspected Academic Misconduct

The Programme Manager or nominee reviews the Invigilator's report or the examiner's report and evidence to determine if there is a case of potential academic misconduct or whether it is academic impoverishment. If it is decided that there is an insufficient basis for a charge of academic misconduct, no further action is taken in the matter. If it is decided that there is a case to answer, the Programme Manager will arrange for the student to be advised of the allegation and requested to respond to the evidence and allegation put forward. You are entitled to the presumption of innocence and must also be afforded the right of response to any allegations throughout the below process.

1. You must be contacted and provided with the following:
 - a. Confirmation that an allegation of suspected misconduct has been received.
 - b. The origin of the allegation including the role of the individual making the allegation and the assessment concerned.
 - c. The report and evidence presented to support the allegation.
 - d. A copy of the Academic Misconduct portion of the UPOL015 UniHaven Assessment and Awards Policy or a link to it.
 - e. The right to respond.
 - f. The availability of support from the Student Support Officer.
 - g. The deadline by which a response must be received in writing.
 - h. Notification that failure to respond will result in the case proceeding anyway.
 - i. A warning that failure to admit any wrongdoing in the investigatory stage may result in more severe penalties should the allegation be proven at a later stage in the proceeding.

- j. Notification that penalties for academic misconduct are applied up to and including expulsion from the college with no right to return or entitlement to a refund.
2. You should be provided with a minimum of 5 working days to provide your response before any subsequent action is taken.
 3. On completion of the investigatory stage, the Programme Manager is required to determine one of the following outcomes on the balance of probability:
 4. No offence has occurred.
 5. Your admission of the offence.
 6. Unresolved i.e., the evidence suggests there may be a case to answer but you have not admitted to any offence, intentional or otherwise.
 7. You must be notified of the outcome of the investigatory stage, and any associated actions, at the earliest opportunity and not normally more than 10 working days after the response deadline provided to the student.
 8. Where the Programme Manager finds that no offence has occurred the matter will be considered concluded, and the results will be authorised for release to you.
 9. Where the Programme Manager is dealing with the admission of the offence by you the following options apply:
 - a. For a first offence, a mark of 0%, the requirement to repeat the assessment, capping the module mark at 40% and capping the award as a Pass award will apply. You will also be obliged to attend and complete a course on Academic Writing and present your confirmation of completion to the Programme Manager within 4 weeks.
 - b. Any instances of a second or subsequent offence will be referred to the Student Disciplinary Committee. Students found to have committed multiple offences of academic misconduct will be subject to serious penalties up to and including withdrawal from the programme, with no entitlement to refund or readmission. To deter students from considering academic misconduct as a low-risk option in cases where they feel failure is likely, in

considering the penalty to be imposed the Programme Manager should normally ensure that any penalty is more significant than having made an honest attempt at assessment and failed.

- c. Where the matter is unresolved, the case is referred to the Student Disciplinary Committee. The Student Disciplinary Committee convenes once per academic term and before the meeting of the Exam Board or as required in respect of cases of Academic Misconduct. The Student Disciplinary Committee can be convened at the request of the Programme Manager outside of the regular schedule as required. For full details on the proceedings of the Disciplinary Committee and potential outcomes see the Student Disciplinary Procedure in section 4.26 below.

4.26 Student Disciplinary Procedure

Student-related policies are communicated to students publicly on the website, on the College learning management system (LMS), and through this Student Handbook. The College's expectations of students concerning their general, academic, and personal conduct and behaviour will have been communicated in UDOC008 UniHaven Student Charter Rev 1. Both Handbook and Charter documents are provided to students at their induction. Academic Misconduct suspicions or allegations are dealt with under UPRO008 UniHaven Academic Misconduct Procedure Rev 1 and as outlined in section 5.14 with repeat offences being covered by this procedure. Attendance-related disciplinary issues are covered under UPRO011 UniHaven Attendance Monitoring Procedure Rev 1. Where allegations are made which suggest activity of child protection or criminal nature, the College reserves its right to refer the matter to Tusla and/or An Garda Síochána if it is considered appropriate to do so. In such instances, legal requirements under Irish law will overwrite duties and responsibilities of the College to the student concerning the privacy of their data under GDPR policies, if relevant...see UPOL019 UniHaven Child Protection Policy Rev 1 for full details on child protection reporting requirements.

All students must comply with College policies and with the expectations set out for

them in the College Student Charter. This is to ensure that a friendly and safe environment exists for all staff and students and one in which mutual respect is promoted for all. The College Student Disciplinary procedure is applicable where students are in breach of their commitments under this charter or breach of College student policies generally and to cover any other issue that warrants investigation and action, including gross misconduct. The College reserves the right to suspend a student who is suspected of gross misconduct whilst the investigation into the incident is being carried out. Investigations will be conducted on time to limit the academic impact on the student as much as possible. The College will inform the student in writing of their suspension in such situations.

The key steps in the disciplinary procedure are as follows:

1. An investigation will be carried out by the Programme Manager with a written report drawn upon completion. The report will detail the background to the case, the context applying, and the reasons why the matter needs to be dealt with formally.
2. This written report is forwarded to the College Student Disciplinary Committee where a hearing will take place to consider the matter. The full terms of reference for this committee are outlined in UniHaven Quality Assurance Manual, chapter 2, and no staff or external member can be a member of this committee that had any involvement in the matter under investigation and being heard. You will be called to attend this hearing when it sits.
3. You will be given 5 working days' notice in writing of the date of the hearing stating the need for you to attend and you will be given a copy of the findings of the initial investigation.
4. You have the right to be accompanied at the hearing by a member of staff or a fellow student or to have legal or translator representation and to present your case. If someone other than a member of staff or a student accompanies you, the College must be informed in advance of the hearing as to the name, role and purpose of this person attending the hearing. If you fail to attend or choose not to

attend the hearing, the hearing shall proceed in your absence.

5. Once a decision on the case has been reached, the Student Disciplinary Committee will apply a penalty appropriate to the offence committed or dismiss the allegation if it finds such allegations to be unwarranted. All hearings will be conducted sympathetically yet in a way that enforces the College policies and protects the integrity of the College.

4.26.1 Appeals

The student is entitled to appeal the decision to the Appeals Board. In such cases, the application of the disciplinary penalty may be suspended pending the outcome of the appeal depending on the nature of the matter under consideration. For example, if a student was suspended for a misconduct complaint about being drunk and disorderly, their return to class pending their appeal may not be approved.

The result of a Student Disciplinary Committee may be appealed to the Appeals Board on the following conditions:

- Procedural irregularity which, had not occurred, might have impacted significantly the validity of the original hearing and the subsequent penalty.
- New evidence could not reasonably have been made available to the initial disciplinary hearing.
- That the penalty levied by the Student Disciplinary Committee was too severe when viewed in the overall circumstances of the case.

Appeal requests must be submitted to the Programme Manager no less than 5 working days following notification of the outcome of a Student Disciplinary Hearing. The decision made by the Appeals Board will be final.

4.26.2 Penalties

Misconduct can be classified as either a minor infringement or a major infringement. Penalties will be appropriate to the category of misconduct that the student has been found guilty of.

Minor Infringement

Where a student is deemed to have committed a minor infringement, the Student Disciplinary Committee is permitted to impose any of the following penalties, either separately or in combination:

- A reprimand and a note on the student's file.
- A formal verbal or written warning issued by either the Academic Director or the Programme Manager and such warning will be kept on the student's file.
- An order for the reparation of any damage or loss, if relevant, caused to the College or any members of staff, students, or members of the public.

Where an adjudication deems that a student has committed a minor infringement, students will be given every chance to prevent a recurrence and will be supported by staff as relevant.

Major Infringement

Where a student is deemed to have committed a major infringement, the Student Disciplinary Committee is authorised to impose any of the following penalties, either separately or in combination:

- The expulsion of the student from their programme. This decision must be forwarded to the CEO at EMT before being implemented. Such a decision must also be notified to the Department of Justice for visa purposes.

- The student may be suspended from the college for a stated period, or until any requirements laid down by the Student Disciplinary Committee have been sufficiently addressed.
- The student may be excluded from specific College facilities.
- The student may be removed from examinations or assessments for a specific period.
- An order for the reparation of any damage or loss caused to the college or any members of staff, students, or members of the public.
- The student may be denied an award, certificate, prize, or any other academic-related award.

Again, students will be supported by staff where possible.

4.27 Complaints Procedure

Despite our best efforts, you may have real cause for complaint about any aspect of student life with us in instances where we have not complied with our expectations as outlined in the College Student Charter. Complaints and grievances can be aired directly to any of our staff, via the student representative channel of communication, via student survey forms or through this Student Complaints Procedure. Such complaint channels will be publicised on our website and LMS. All complaints and subsequent actions will be recorded and stored on the College servers under the control of the Programme Manager.

This procedure applies to all registered students at the College. Students who have graduated within the previous academic year are also entitled to submit a complaint. It is the responsibility of any academic staff member in receipt of an informal complaint to investigate and respond to the student. All informal complaints are passed to the Programme Manager who is responsible for ensuring they are logged and securely stored on the College IT Systems/Servers. Regarding formal complaints, the Programme Manager is responsible for acknowledging student complaints, investigating them, and responding appropriately. Should the complaint be made against The Programme Manager, a member

of the College's Executive Management Team (EMT) is responsible for acknowledging student complaints, investigating, and responding appropriately under this procedure but if an EMT member is the subject of the complaint, another EMT member will investigate and handle the complaints process. All complaints will be treated confidentially with only those who need to know and/or who are needed to help the College to respond appropriately, including anyone who is the subject of the complaint, being informed.

Where allegations are made which suggest activity of child protection or criminal nature, the College reserves its right to refer the matter to Tusla and/or An Garda Síochána if it is considered appropriate to do so. In such instances, legal requirements under Irish law will overwrite the duties and responsibilities of the College to the student concerning the privacy of their data under GDPR policies, if relevant. In this sense, full confidentiality is not guaranteed in all circumstances.

4.27.1 Informal Complaints Procedure

- 1 It is the responsibility of any staff member in receipt of an informal complaint to investigate and respond to the student. In the interests of efficiency and good management, students are encouraged to approach the staff member who is closest to the disputed matter in the first instance. This informal approach may be made in person or through written communication.
- 2 A member of staff who receives an informal complaint should undertake an investigation and then respond to the student within 5 working days. Records will be kept of all students' complaints by the Programme Manager on the College server where they are securely stored. Should a member of staff receive a complaint they may, if they feel appropriate, pass the complaint to a more senior member of staff but ensure that the student's confidentiality is maintained.
- 3 The response should give the student an indication of the outcome, providing explanations for the perceived problem or, if the complaint is justified, the actions are taken to remedy the problem. In some, relatively rare, cases, it may not be possible to

rectify the matter to the benefit of the student who has complained. The complaint should be resolved to include implementation of any corrective action within a maximum of 20 working days from its receipt.

- 4 Notwithstanding that response, students may proceed to submit a formal complaint.

4.27.2 Formal Complaints Procedure

The Programme Manager is responsible for acknowledging student complaints, investigating them, and responding appropriately all while maintaining student confidentiality. A student who is dissatisfied with the outcome of an informal complaint, or who does not wish a complaint to be handled informally, may proceed with a formal written complaint using UFORM010 UniHaven Student Complaints Form Rev 1. This will be made available on the College website.

1. The student will receive acknowledgement of receipt of the complaint from the Programme Manager within 3 working days. The complaint will be investigated and assessed by the Programme Manager.
2. The Programme Manager or EMT member will present a written report to the Academic Director suggesting recommendations to resolve the issue within 10 working days of the complaint being received. If the nature of the complaint necessitates longer investigation periods, the timelines for investigating and reporting to the Academic Director must be notified to the student within this same 10 working day period but not be any longer than an additional 10 working days.
3. Once approved by the Academic Director, the outcome of the complaint with any corresponding action for implementation and follow-up outlined will be communicated to the student within 5 working days of the report being received by the Academic Director.
4. The complaint should be resolved within a maximum of 60 working days including the implementation of any corrective actions.
5. The student has a period of 14 working days in which they must respond.

4.28 Student Data

You will be informed in advance of programme commencement via this handbook on how your personal data will be used and stored when engaging with online learning platforms and while studying at the College generally. Data collected will be used for administrative purposes such as student registration, attendance recording and academic performance. Your data will also be collated through our LMS to monitor student engagement levels, learning effectiveness and academic progress. This data may be shared with our Higher Education Institution (HEI) partners when you progress to your chosen university once the College pathway has been successfully completed. In this context, you should be assured that the analysis of your learning is designed to benefit you as a student and not something to be feared.

Greater detail on the use of student data can be found in the College Data Protection Policy which outlines how student data is collected, treated, and retained and how students may access their data. It is supported by the College Privacy Policy, Data Retention Policy, Data Security Policy and Learning Analytics Policy, the latter specifically describing in greater detail how student learning-related data is used. See also the Data Protection Notice for UniHaven Students in the Appendix for a summary of the key data protection elements.

4.29 Social Programmes

To enhance your study abroad experience in Ireland, we will organise an appropriate range of local and national cultural, sporting, historical and entertainment activities that expose you to life in Ireland, past and present. These activities are a great way to get to know more about your classmates and make friends during your time at the College. These activities will be supervised by a staff member who will be Garda vetted as per our Garda Vetting Policy.



4.30 Student Retention

Through a mixture of our entire range of supports, we hope that you will complete your programme successfully. However, we recognise that issues do arise from time to time. Where appropriate, we will support and encourage you to stay engaged with your programme. If you decide that staying on our programme or in Ireland is not in your best interest, we will facilitate such decisions through the implementation of our Withdrawals Procedure or our Deferral Procedures as outlined below.

4.30.1 Deferrals

For various reasons, a student may be unable to start their course of study at UniHaven as planned. An applicant who has received an offer but does not wish to take up their place may apply for a Deferral of Admission. The purpose of this procedure is to guide a student wishing to defer their UniHaven course to a later start date. The form required to execute this procedure is UFORM009 UniHaven Student Deferral Form located in the Appendix. While the College will strive to honour deferral requests, programme deferrals are at the discretion of the College. Deferrals may not always be a realistic option as the programme

may change or be retired. Programme content and assessments may also be updated.

Deferred place offers will expire within one year because of the need for applicants to prove English language competency at the admission stage that is less than 2 years old. Deferred applicants can re-enrol subject to programme availability and capacity at the postponed date. This deferral procedure sets out the guidelines for students wishing to defer from their programme of study.

Before Programme Commencement

1. Students should complete and submit the Student Deferral Form to the Academic Director no later than 4 weeks before the start date of the programme. Deferrals are not considered within this 4-week period or thereafter.
2. Deferral requests will be reviewed by the Academic Director.
3. Students will be notified of the deferral decision by email within 10 working days of request submission.
4. Where deferrals are granted, fees paid will remain paid, will not be refunded, and will be used for the deferred year's study other than in situations outlined in the fees and refunds policy as outlined in section 8.

After the Programme Start date

1. Should you wish to defer your place after starting your UniHaven programme you should do so by week four of the programme start date. Students should complete and submit the Student Deferral Form for review by the Academic Director.
2. Students will be notified of the deferral decision by email within 10 working days of request submission.

3. Students should refer to UniHaven Fees and Refund Policy published on the College website for details on if and how they can obtain a refund in these circumstances.

4.30.2 Taking Up a Deferred Programme Offer

To take up a deferred place offer, students should contact the Recruitment and Admissions Office.

- This option is only available to students up to 4 weeks before the start of the programme and no later.
- The request will be evaluated as a non-standard entry by the Academic Director as per UPOL007 Student Recruitment and Admissions Policy Rev 2.
- Decisions regarding a deferred place offer will be communicated to the student via email by the Recruitment and Admissions Officer within 10 working days of request submission.

4.30.3 Withdrawals

Every student will be helped to achieve their educational goals. However, on occasion, it may be in the best interest of the student that they withdraw from their programme before the end of the programme. This may be because of a need to go back to their home country, because of illness, or for other relevant reasons that may lead a student to the conclusion that withdrawing is in their best interest despite alternative College options such as deferring, delaying due to extenuating circumstances and so on. The Academic Director is responsible for evaluating and approving withdrawal requests. It is the responsibility of the Programme Manager to then update and amend student records.

- If you are considering withdrawing from your course you are encouraged to meet with your Teachers and/or Programme Manager to discuss their situation before withdrawal but this is not mandatory. It is the responsibility of the Teachers/Programme Manager to provide advice and support to help you you're

your decision and doing so in a way that avoids you feeling guilty or pressurised no matter what decision you ultimately choose.

- If you are considering withdrawing, the College will:
 - Offer you support and advice.
 - Seek to resolve any issues that are causing consideration for withdrawal.
 - Discuss the different options available to you including a leave of absence.
 - Guide you through the steps necessary should they wish to proceed.
- It is your responsibility to ensure that you are aware of the implications of withdrawing from the programme before doing so.
- If you are certain of your decision to withdraw, you should complete the UniHaven Student Withdrawal Form Rev 1 in the Appendix.
- You will not be considered withdrawn from the College until the form has been received and reviewed by the Academic Director.
- You will be notified of confirmation of withdrawal within 10 working days.
- Following the withdrawal, you will no longer be registered as a College student.
- Refunds will only be issued in certain circumstances. Details of refund procedures are outlined on the College website.
- UniHaven will retain a record of all student withdrawals as per the UniHaven Data Retention Policy.

5. After Students Leave UniHaven

Once students move on to university, we aim to, with your permission, stay in contact with you. We wish to continue remote support without overstepping the mark regarding what your university might provide to you, and we will seek to use a sample of our students as student ambassadors and for future marketing purposes subject to complying with data protection legislation.

6. General Student Regulations

Students must adhere to the following policies and procedures, many of which have been referenced or included in this handbook with links also available on our website and LMS.

- Student Charter.
- Recruitment and Admissions Policy.
- Fees and Refund Policy.
- Assessment Policy.
- Student Support Policy.
- Learner Disability Policy.
- Child Protection Policy.
- Learning Analytics Policy.
- Blended Learning Policy.
- Data Protection Policy.
- Pandemic Case Handling Procedure.
- Assessment Procedure.
- Academic Misconduct Procedure.
- Student Complaints and Disciplinary Procedure.
- Attendance Monitoring Procedure.
- Data Subject Access Request Procedure.
- Data Security Breach and Reporting Procedure.

7. Fees, Refunds and Payments

7.1 Fees

Fees are published on the College website and are subject to change. Fees for the 2023 September intake as of March 2022 are quoted in euros below – any subsequent changes will be immediately notified to students in advance of any payments:

- Mandatory student fees include (some may be banded together when promoting the programme)
 - Tuition fees – 15000 euros.
 - Registration including Learner Protection fees and HEI Partner Progression Fees - 1500 euros.
 - Medical insurance fees - 150 euros.
 - Examination fees - 300 euros.
 - Fees for programme books, online resources, online study platforms and so on - 200 euros.
 - Administration fees as relevant to some College procedures should you wish to engage with these procedures such as admission appeals, assessment reviews/rechecks, rebooking fees etc. - 50 euros each.
- Optional additional fees include fees for support services to include:
 - Airport transfers - 100 euros.
 - Accommodation arrangements where UniHaven College arranges and pays for your first month's accommodation - 900 euros.
 - Guardian nominee services for students who will need this service if they are aged 17 years or younger on the enrolment date – 595 euros for the first month and a monthly fee of 145 euros for each subsequent month until you turn 18 and is payable directly to our guardian nominee provider, Gosdil Education. See www.gosdil.ie for the full range of services available to you

and all services will be agreed upon with Godsil directly, not with UniHaven College.

7.2 Refunds

The College will refund students under certain conditions as outlined below. You are invited to contact the recruitment and admissions office by emailing studywithus@unihaven.ie if you have any queries over refunds.

- Should a programme not go ahead as planned, an applicant will be offered a full refund with no administration charge.
- Should a student have received an entry visa refusal, a full tuition fee refund will be given less an administration charge of €300.
- Should a student decide more than four weeks in advance that they do not wish to take their place on their course, a full tuition fee refund will be given less an administration charge of €300.
- Should a student decide less than four weeks in advance that they do not wish to take their place on their course, no refund will be given unless the student can provide evidence of extenuating circumstances e.g., a medical certificate.
- Where a student decides to withdraw from the programme for any reason once the programme has commenced, no refund will be paid unless the student can provide evidence of extenuating circumstances e.g., a medical certificate.
- If the College is unable to complete the programme, refunds will be dealt with as per UPOL002 UniHaven Learner Protection Policy Rev 1.

Refunds will not be provided in the following circumstances:

- Where an offer was made based on incorrect or incomplete information being supplied by a student, having registered at the College.
- Where a student whose entitlement to attend the programme is terminated due to academic misconduct. Students found to have been guilty of academic misconduct will be subject to serious penalties up to and including withdrawal from the

programme...see UPRO008 Academic Misconduct Procedure Rev 1. In such cases, that withstand an appeal, there will be no entitlement to a refund or readmission.

- Where a student is in breach of government regulation or rules governing his/her student or study status in Ireland.
- Where a student is convicted of a criminal offence in the jurisdiction of the Republic of Ireland.
- Where a student who, after an investigation, has been expelled for absenteeism or disciplinary reasons. Students must pay the full cost of any damage they cause to property, whether at the college, their accommodation or elsewhere should they be found guilty of causing such damage. In such cases, that withstand an appeal, there will be no entitlement to a refund or readmission.
- Programme withdrawals are dealt with as per section 4.30.2.

To apply for a refund,

- Submit a Refund Request Form to studywithus@unihaven.ie together with supporting documentation as listed below. A copy of this form is in the Appendix.
- Where the applicant is requesting a refund based on a visa refusal or failure to meet entry requirements, a refund will only be processed once all supporting evidence has been provided to the College as follows.
 - Visa refusal
 - Visa refusal letter from Irish Immigration.
 - Payment confirmation receipt(s) from the originating bank account (sometimes called *Swift Receipt or *MT103).
 - College payment receipt(s).
 - Fail to meet English language/academic requirements
 - English language certificate or academic documents.

- Payment confirmation receipt(s) from the originating bank account (sometimes called *Swift Receipt or *MT103).
- College payment receipt(s).
- All other reasons
 - Payment confirmation receipt(s) from the originating bank account (sometimes called *Swift Receipt or *MT103)
 - College payment receipt(s).
 - Payment confirmation receipt(s) must show the originating bank details. If not, we will require a copy of the bank statement for the account showing the payment to UniHaven.

Refunds are processed by the College within 20 working days from receipt of a complete refund request and supporting documents. Refunds will only be paid to the originating bank that was used for the initial payments.

7.3 Payment Collection

Payments for the College programme and associated fees are to be made through. Payments for UniHaven programmes can be paid using our preferred payments platform called GlobalPay for Students provided by Convera/Western Union, a secure third-party provider of payment services that has a network of local banks/accounts globally and is fully GDPR compliant. This simple, secure platform allows you, your parents, or sponsors to pay in your local currency via bank transfer, or by using a wide range of local online payment options including Alipay, UnionPay, India Bank Transfer and more without incurring any transaction charges. Gain peace of mind that your payment will arrive in full with our preferred payment service today. Benefits of using GlobalPay for Students:

- Pay fees and deposits in your local currency.
- Avoid costly fees and international foreign exchange charges from your bank.

- Secure, intuitive, and mobile-friendly interface for a seamless payment experience.
- Pay online via popular options including bank transfer, or eWallet.
- Track your payment status by SMS and email.
- Get price and payment options upfront with a price comparison tool.
- If you find a cheaper quote from your bank, we will match it with their Price Promise Guarantee.
- Multilingual platform available in 10 languages.
- Access 24/7 live chat on the platform or contact our team: studentsupport@convera.com.

You can make a payment using the link on the College website and as directed in your College Conditional Offer Letter. Payments can also be accommodated by direct bank transfer. No cash payments are acceptable. Should you wish to do so, please email studywithus@unihaven.ie and we will help you to make the direct transfer payment.

7.4 Non-Payments

Non-payment of fees may result in you being expelled from the programme. Students who have not paid their fees within one calendar month of the date by which they should have paid, which will have been communicated in advance, will be emailed by the College to request immediate payment. The exception to this is where sponsors have paid on students' behalf in which case they will be emailed instead. If fee requests are ignored and become non-payments, students may be expelled as a result. Such decisions will be made by the College's Executive Management Team and are final.

7.5 Late Payments

The relevant student/parent/guardian/sponsor will be emailed to request immediate

payment. If the fees are not paid on time, then they will be classified as non-payments and dealt with as above. Should get into financial difficulties, please contact the Student Support Officer and the Academic Director will assess your situation to see how best we can help you.

8 Additional Information

8.1 Bank Accounts

All registered students at the College will need to open a bank account in the Republic of Ireland for ease of purchasing whatever they need when in Ireland but also as part of visa registration to show proof of enough funds to sustain themselves when in Ireland. Therefore, students should open a bank account as soon as possible after arrival. However, this may only be done if you hold a valid UniHaven Student ID Card plus proof of address plus a copy of your passport with your Garda stamp attached. Our Student Support Officer will provide you with a student ID card when you start studying at the College and will help you to secure your proof of address from your accommodation provider. It is not possible to open a bank account from overseas. Our preferred bank partner is AIB bank in Maynooth. We will help you to open an account with them which can be done via their online App or in person in the bank in Maynooth.

Ireland has a modern financial system and banking is simple and convenient. Visa and Mastercard are also widely used, but American Express and Diners cards may not always be accepted. Banks in Ireland generally open around 9.30am and close about 4.30pm Monday through Friday. Banking costs vary; however, many banks offer special student rates or even 'free banking', so it is well worth shopping around before opening an account. The main banks are Bank of Ireland and Allied Irish Bank with online banks such as Revolut becoming more popular and more accepted as normal payments means for shopping and retail purchases.

8.2 Currency

The currency used in Ireland is the Euro. This currency is used in many countries throughout Europe that are in Europe's monetary union. See below some approximate currency exchange rates as of June 2022 that should be taken as a reference guide only (taken from <https://www.iban.com/exchange-rates>).



SEND MONEY RECEIVE MONEY

EURO CURRENCY EXCHANGE RATES

Currency	Currency Name	Exchange Rate = 1 EUR	Convert
USD	US dollar	1.0431	↻
JPY	Japanese yen	140.49	↻
BGN	Bulgarian lev	1.9558	↻
CZK	Czech koruna	24.703	↻
DKK	Danish krone	7.4392	↻
GBP	Pound sterling	0.86328	↻
HUF	Hungarian forint	397.96	↻
PLN	Polish zloty	4.6690	↻
RON	Romanian leu	4.9427	↻
SEK	Swedish krona	10.6278	↻
CHF	Swiss franc	1.0435	↻
ISK	Icelandic krona	137.50	↻
NOK	Norwegian krone	10.3868	↻
HRK	Croatian kuna	7.5245	↻
TRY	Turkish lira	18.0465	↻
AUD	Australian dollar	1.5051	↻
BRL	Brazilian real	5.3164	↻
CAD	Canadian dollar	1.3498	↻
CNY	Chinese yuan renminbi	7.0013	↻
HKD	Hong Kong dollar	8.1883	↻
IDR	Indonesian rupiah	15361.97	↻
ILS	Israeli sheqal	3.6007	↻
INR	Indian rupee	81.5142	↻
KRW	South Korean won	1346.86	↻
MXN	Mexican peso	21.4763	↻
MYR	Malaysian ringgit	4.6037	↻
NZD	New Zealand dollar	1.6706	↻
PHP	Philippine peso	55.627	↻
SGD	Singapore dollar	1.4519	↻
THB	Thai baht	36.529	↻
ZAR	South African rand	16.7111	↻

8.3 Electricity/ Voltage

The electrical current in Ireland runs at 230 Volts AC. Any electrical appliances which you may have brought from your home country must have the appropriate adapter fitted.

8.4 Shopping

The main supermarkets in Ireland are Dunnes Stores, Tesco, SuperValu, Lidl and Aldi. Prices in each can vary so it is important to shop around before deciding which store offers the best value. You should also be aware, that all shops in Ireland charge 22 cents for a regular plastic bag. Stronger reusable bags can also be purchased. You should remember to bring your bags each time you go shopping. For clothing and household items, the best value shops include Pennys, Dunnes Stores and Dealz. Some cheaper options can be found in second-hand shops, charity shops and market stalls.



DUNNES
STORES



8.5 Bank/Public Holidays

Bank Holidays/Public Holidays occur at various times during the year. There are nine bank holidays every year which are listed below. UniHaven College is officially closed on these days. Many businesses also close on these days, however, some shops, restaurants, pubs etc. will remain open.

- New Year's Day – January 1st.
- Saint Patrick's Day – March 17th.
- Easter Monday – varies.
- May Day – first Monday in May.
- June Bank Holiday – first Monday in June.
- August Bank Holiday – first Monday in August.
- October Bank Holiday – last Monday in October.
- Christmas Day – December 25th.
- St Stephen's Day – December 26th.

8.6 Working While studying in Ireland

During term time non-EEA Students on a Stamp 2 visa can work up to 20 hours per week and non-EEA Students can work on a full-time basis up to 40 hours per week during normal college holiday periods.

9 Student Wellbeing

9.1 Safety

Ireland is generally considered safer than many other countries in the world. However, while unlikely, there could be incidents of petty theft and burglary, so we advise you to take appropriate precautions.

- Take care of personal belongings when in crowded areas, shops and when out socialising.
- Do not carry large amounts of cash when out and about. Bring just what is required for the day.
- Take care when withdrawing money from ATMs around the city. If possible, use the machines at the bank premises or inside a store rather than from those on the street.
- Laptops and other valuable items should be kept in a secure place out of view in your accommodation when you are not there.
- Do not walk alone in unfamiliar areas at night. We advise you to use the bus, train or taxis to return home.
- It is not a legal requirement for students to carry you passport or ID card in Ireland. However, some students like to carry a photocopy and leave their passport at home.
- When cycling, students should make sure to use a strong and secure lock when leaving their bicycle in public spaces. Ensure that the bike has lights and wear reflective clothing when cycling at night. Cyclists are also obliged by law to wear a cycle helmet.
- If you are the victim of a burglary, you should report the incident immediately to the nearest Garda station and ask for a written record to be taken.

9.2 Emergency

Police (Garda), Fire, Ambulance Emergency telephone number: 999 or 112

Student Offsite Emergency

The College will provide minor students with a Guardian Nominee provider who will act as emergency support with contact details being provided to students on entering into agreements with them. Whether a minor student or not, all students will have access to the College emergency number – i.e., 00353 89 2647567, that will be provided to students at induction. If you need any help outside of hours, the out of hours emergency phone is always carried by one of our staff. Please ring this for any need that cannot wait until the following day to be sorted.

What to Do if an Emergency

In the event of an emergency where you feel your health or wellbeing are threatened to such an extent that you need an instant response or you feel you are in danger or you have been the victim of an assault or crime, you should dial 999 or 112 which will each put you through to an operator who will ask you questions to understand how best to help you. They will then direct you to the relevant people to help which could be some or all medical emergency personnel, ambulance, doctor, Garda/Police Officer or other form of help. These calls are free of charge from any phone and will work even if the phone is out of credit or out of service range for the network provider. Any Garda (police) station can be contacted to report an incident.

If you are able to, please also contact the College emergency number 00353 89 2647567 to set in motion the following College procedure:

1. The staff member who has the phone will notify the Academic Director. The Academic Director will be the College liaison person to deal with the student's family, to be the point of contact for any medical or other investigation or calls for information that is essential to help the situation and as agreed with the student and his/her family. The Guardian Nominee provider will work with the Academic

Director in this context for minor students in their care. Should the Academic Director be unavailable, the CEO (first) or Programme Manager (second) will step in.

2. The Academic Director will travel to the site where the emergency has occurred.
3. S/he will meet the student to see if they are OK and will liaise with the emergency services, Garda/Police, hospital staff or other relevant personnel to help the student in whatever way is appropriate and possible. If the student cannot be spoken to for whatever reason, s/he will get as much information as possible from those present.
4. S/he will then contact the student's family/guardian/relatives based on the information provided by the student at registration and brief them on the situation.
5. S/he will also brief the CEO as soon as is possible so that s/he can help to manage any media or other contacts/communications that may be necessary and to trigger release of funds from the College's student emergency funds to provide financial assistance if relevant.



Appendix

UFORM013 Assessment Appeals Request Form Rev 1

Students appealing an assessment result must complete Section A and Section B only.

A: Details of the appellant			
Contact information			
Student Name		Student ID	
E-mail Address		Phone Number	
Programme		Stage	
Attempt at resolution – provide details			
Have you attempted to resolve your difficulties through the Programme Manager		Yes	No
Please give details of what steps you have taken to resolve your difficulties			
Support to Appeal			
If called, would you wish to present your case in person to the Assessment Appeals Committee?	Yes	No	
If called, would you wish to be accompanied	Yes	No	



by a member of the College community?		
IF YES, please state name:		
List any witnesses from the College community you may wish to Committee to call in support of your appeal.		
B: Details of your appeal		
Grounds for appeal		
Please indicate which one of the only two grounds upon which your appeal is made:		
Procedural irregularity: Substantive irregularity in the conduct of the assessment process, or where the Academic Regulations have not been properly implemented.	<input type="checkbox"/>	
There were extenuating circumstances of which the Exam Board was aware but had rejected because the application was late and the Exam Board did not consider the reason why the application was late to be valid, or a prior circumstance emerged of which the Exam Board was not aware.	<input type="checkbox"/>	
Please give details of why you consider you have grounds for an appeal.		



Additional information and documentation	
Please provide any additional information, and list any items attached to this appeal form, such as a medical certificate or other supporting documents.	
Outcome sought	
What outcome do you seek because of submitting your appeal?	
Declaration	
I have read the Assessment Appeals Policy, and I wish to submit my appeal on the grounds indicated above.	
Appellant's signature	Date



C: Appeal Administration		
Received by Academic Director		
Date received by Academic Director	Date	
Supporting documentation included	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Academic Director accepts the appeal	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Signature of Academic Director		Date:
Appeals Board		
Date of Appeals Board Decision	Date	
Decision of Appeals Board		
Name of Appeals Board Chair		
Signature of Appeals Board Chair		

UFORM024 Extenuating Circumstances Application Form Rev1

This form should be used if you wish to submit medical documentation or highlight any personal circumstances (such as bereavement or other difficulties) to be considered by the relevant staff of the College, which may then be brought to the attention of the Exam Board.

Personal Details

First Name	
Surname	
Email Address	
Phone Number	
Course Title	

Details of Extenuating Circumstance

Any information given will be held in the strictest confidence.

Dates affected by the circumstance.

From: _____ To: _____

Please identify each of the assessments/ examinations which have been affected by the extenuating circumstance. Use a separate row in the table below for each module affected.

Module	Assessment Type	Due Date

Have you already made the College aware of these special circumstances?

Yes

No

If yes, please explain what action they have taken or suggested in relation to each module:

Module	Suggested action/ action taken

Please outline the nature of the extenuating circumstance and how it has impacted on your performance, ability to meet deadlines or your attendance at an assessment/examination.





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Supporting Evidence

Supporting evidence from a competent professional is essential to the submission of this form. Please attach any medical certificates or relevant documentation as appropriate.

Submitted evidence is non-returnable. Where appropriate, please ask the professional providing supporting evidence to be as specific as possible in outlining the impact of your circumstances on your ability to meet the demands of your academic programme.

Please indicate which best describes your extenuating circumstance:

Physical illness, injury, accident, or hospitalisation	Supporting original evidence must be supplied by a registered medical practitioner.	
Family Illness	Supporting original evidence must be supplied by a registered medical practitioner.	
Bereavement	Supporting original evidence must be supplied.	
Other personal or emotional circumstances	Supporting original evidence must be supplied by a registered medical practitioner.	
Victim of crime	Supporting original evidence must be supplied by An Garda Siochana/Police.	
Other	Supporting original evidence must be supplied.	

Declaration



I confirm the above information is accurate to the best of my knowledge.

Student signature _____

Date _____

Official Use Only

Extenuating circumstance form received:

Supporting Evidence received:

Academic Director signature _____

Date _____

Extenuating circumstance form approved:

Yes

No

Resolution agreed upon:

Date student was informed _____

UFORM010 Student Complaints Form Rev 1

This form is to submit a Formal Complaint. Complaints must relate to a specific concern or issue related to an academic programme and/or the actions of a member of staff. Wherever possible, the College would wish to see any complaint resolved as close as possible to the disputed matter and informally where possible. The following procedure should apply where this has been investigated and found to be not possible or when you believe you wish to or need to make a formal written complaint. The form should be completed in full; any supporting documentation should be attached securely. You are also advised to retain copies of all documentation.

Full Name:	
Address for Correspondence:	
Phone Number:	
Email:	
Programme Title:	

The Complaint

Please outline the main points including times, dates, and nature of the incident. Please provide any evidence in support of your complaint and the names of the individual(s) involved. Please detail any attempts to reach an informal resolution.



Outcome Desired

Please detail how you believe your complaint could be resolved.

Declaration

By signing this below you agree that:

(a) I understand that the details of the complaint will be provided to the person against whom you have made the complaint, if relevant to a person, and may be provided to other individuals as well as the recipient of this form on a confidential basis. Disclosure to other individuals will be on a strictly 'need to know' basis where it is deemed necessary by the investigator. I understand that it is usually not possible or appropriate to maintain full confidentiality in all circumstances for reasons outlined in UPRO010 UniHaven Student Complaints and Disciplinary Procedure Rev 1.

(b) This form contains an accurate description of my complaint.

<p>Signed: _____ Date: _____</p> <p>Student</p>	<p>Signed: _____ Date: _____</p> <p>Programme Manager/Academic Director</p>
---	---

UFORM007 Student Withdrawal Form

Before filling in this form, please discuss your decision to withdraw with your Teacher and/or Programme Manager. We want you to make the right decision for you.

By signing this form, you are informing Unihaven College that you wish to withdraw permanently from the programme.

Personal Details

Full Name:	
Address for Correspondence:	
Phone Number:	
Email:	
Programme Title:	
Date of Withdrawal:	

Reasons for Withdrawal

Please indicate the reason for your withdrawal

1: Employment		2: Medical	
3: Financial		4: Did Not Like Course	
5: Other Reason		5: Not suited to course	



Please give a brief statement on your reasons for withdrawal

Declaration

I confirm that I am aware of options available to me other than withdrawal and that I am aware of the implications of withdrawing from my programme of study, including the non-refund of my fees.

<p>Signed:</p> <p>_____ Date: _____</p> <p>Student</p>	<p>Signed:</p> <p>_____ Date: _____</p> <p>Staff Member</p>
---	--



UFORM009 Student Deferral Form

Full Name:	
Address for Correspondence:	
Phone Number:	
Email:	
Programme Title:	

Deferral Details

Please provide details of the reason for your deferral request.

--

Declaration

By signing this document, you believe all information provided to be true and you have sought and been given clarity as to the implications of your decision to defer with regard to academic, progression and non-refund consequences.

Signed: _____ Date: _____ Student	Signed: _____ Date: _____ Staff Member
---	--

Data Protection Notice for UniHaven Students

This privacy notice explains how the College collects, uses, and shares your personal data. It also explains your rights to the personal data we hold. The data held by the College is collected from a range of sources including the previous education providers, Agents and directly from yourself during the application and registration process. During your studies, additional information is added to your record. The College may share information between different internal departments for operational reasons as is necessary and proportionate for the purposes intended. The College is the data controller and all personal data that it holds, and processes are subject to data protection legislation.

What information do we collect about you?

The types of personal data held by the College include, inter alia:

- Student ID number.
- Name, date of birth, country of birth, nationality, and telephone numbers.
- Address.
- Email address.
- Next of kin/emergency contact details.
- Details of previous examination results.
- Schools/colleges attended.
- Course application details.
- Image in digital photography for ID card.
- Financial information (including details of funding and fees paid and outstanding)

- Bank details, including IBAN, BIC, name of bank/building society (where applicable).
- Grants and fees information.
- Academic history, results, and awards.
- Attendance records.
- Engagement with the College's virtual learning environment activity and use of facilities such as the library.
- Disability information disclosed that may have an impact on your studies.
- Gender.
- Nationality.
- Disciplinary records.
- CV (if provided by you).
- Image photography/filming for classes with a blended learning component and marketing purposes (with your explicit consent).
- Exam scripts, projects, and other assessment materials.

How do we use the information about you?

The College holds your personal data to implement and manage services and processes relating to your admission, registration, teaching and learning, examinations, graduation, and other services such as student support services. Without this information, the College would not be able to provide its services. The College only obtains and processes information required for these purposes. Under data protection law, we are required to ensure that there is an appropriate legal basis for the processing of your personal data, and we are required to let you know what that basis is. The primary legal bases that we use are:

- processing that is necessary for the performance of our contract with you.
- processing that is required under applicable law.
- processing where we have your consent.

Where the processing of your personal data is based on you providing consent, you may have the right to withdraw consent at any time by contacting the department or service who obtained that consent, or the College's Data Protection Officer at dpo@unihaven.ie.

The purposes for which the College may process your personal information include

- To administer your academic programme, record academic achievements and determine/record your overall award outcome.
- To support you in your studies i.e., we may use information you have given us (e.g., disability) and information we collect about your engagement with services (e.g., College LMS) to identify students who require additional support or specific services and enable analytics for reporting purposes (such as student progress and academic performance)
- To administer your student financial obligations (e.g., payment of fees)
- To identify you and enable you to access resources employing your ID card. This may include the production of class lists with student images for use within the College Learning Management System, i.e., LMS)
- To enable effective communication with you.
- To manage College facilities and services including computing, library etc.
- To administer academic conduct, student discipline, appeals, complaints, grievances, and other similar matters.

- To process scholarships, prizes, and bursaries.
- To ensure your health, safety, and well-being.
- To provide information to organisations if requested to comply with legal and regulatory requirements.
- To comply with statutory reporting requirements.
- To produce reports and aggregated statistics for management and research purposes to plan and improve services.
- To administer voluntary surveys of student opinion about your experience and the performance of the College.
- To create and publish, print and electronic material (e.g., prospectus, brochures, website, etc.) for promotional and press materials, documentation, and archival purposes.
- Recording of audio images during lectures as part of the College's teaching provision.
- To assist with law enforcement or where required or authorised by law.
- To confirm the details of your academic achievements and for statistical and historical purposes, a core record of your studies is retained indefinitely.
- To enable our continued contact with you after you complete your studies (e.g., a survey of graduate work destinations, alumni networks, marketing, etc.)
- To respond to requests for information made under Data Protection legislation or Freedom of Information legislation.

Does the College share your data with any third parties?

Below are some examples of when the College will release data about you to third parties (i.e., outside the College) where we have a justifiable reason in connection with your studies.

We may share your relevant personal data with bodies including the following:

- Data Processors (sub-contractors used by the College to carry out a function for the College, e.g., Register365, Dragon Consulting PTY).
- Quality and Qualifications Ireland (QQI).
- Regulatory bodies where programmes are accredited by such bodies.
- HEI partners, or research organisations to which a student progresses.
- Software providers or service providers performing administrative functions on behalf of the College (e.g., IT services, academic gowning services).
- External examiners (e.g., student number).
- Direct mail agencies/printing companies to facilitate the delivery of promotional materials and media personnel to facilitate the marketing, promotion, and documentation of activities in the College (only where student/graduate consent has been received).
- Plagiarism detection service providers (e.g., SafeAssign) to ensure academic standards.
- Potential employers/recruitment companies for verification of qualifications (only where student/graduate consent has been received).
- College legal advisors.
- An Garda Síochána or Tusla to assist in the prevention or detection of crime.

- This is not an exhaustive list and any other disclosures to third parties not listed here are made only where student/graduate consent has been received and/or by the law.

Publication

All graduating students, including those graduating in absentia, will have their name and their award listed in the graduation booklet. Student achievements may be celebrated on our website, social media and in College publications (only where student/graduate consent has been received).

Parents, guardians, and other relatives

It is your responsibility as a student to communicate and engage with the College. The College will not normally disclose your data to parents or relatives without your consent, other than if you are a minor student under 18 years old or in exceptional circumstances i.e., where there is a potential danger to the health or well-being of a student. We may agree to discuss matters relating to you with a parent/relative but only if you consent to this. Exceptionally, where urgent communication with a student through direct contact details is not possible or has, following repeated attempts, been unsuccessful, contact may be via a student's parents/guardians and/or next of kin using contact details provided by the student.

Individual Rights

You have the following rights, subject to certain exemptions, concerning your data:

- The right to be informed about the data processing the College does.
- The right to request access to your personal data held by the College - to have a copy of the personal data that we hold about you.

- The right to rectification -to have inaccurate or incomplete personal data rectified.
- The right to the erasure of personal data where there is no legitimate reason for the College to continue to process your personal data. If you exercise this right, the College will continue to hold some personal data which, for graduates, will include name, subject(s) studied, graduation details, date of birth and unique identification number, so that we do not inadvertently contact you in the future and to maintain your education records for archive purposes. We may also continue to hold some financial records about you for statutory purposes.
- The right to restrict the processing of personal data -you may have the right to restrict the processing of your personal data in specific situations.
- The right to data portability - you have the right to request that the College provides some elements of your information (e.g., academic progress records) in a commonly used machine-readable format to provide it to other organisations.
- The right to object – you can object to the processing of your personal data by the College in certain circumstances, including the sending & receipt of direct marketing material.
- The right to object to automated decision making and profiling. The College doesnot currently make decisions affecting students by automatic means without human intervention.

To exercise any of the above rights please contact us using the contact details set out below.

Data Retention

The College will retain your personal data as per our Data Retention policy. The policy operates on the principle that we keep personal data for no longer than is necessary for the purpose for which we collected it. It is also kept per any legal requirements that are imposed on us. This means that the retention period for your personal data varies

depending on the type of personal data. The College will hold some of your data in support of your lifelong relationship with the College as per our Data Retention Policy or unless you ask us to do otherwise. See 'The right to the erasure of personal data above.

Security

We are committed to ensuring that your personal data is secure with us and with the data processors who act on our behalf. We are continuously taking technical and organisational steps to better protect your information. Data Protection training has been made available to all staff.

Website Privacy Policy

The College Website Privacy and Cookie Statement explains how data may be gathered about users of the College's website.

Interaction with the College

We may contact you by telephone, email, or post. Also, if you have provided us with your mobile number, we may text you with College-related information e.g., exam information, grant information, graduation information, emergency information etc. If you are unhappy with the College's handling of your personal data or believe that the requirements of the Data Protection Act or GDPR may not be fully complied with, you should contact the College's Data Protection Officer in the first instance. You also have the right to submit a complaint to the Data Protection Commissioner.

How to contact us

Please contact us if you have any questions about the information, we hold about you or to request a copy of that information by emailing: studywithus@unihaven.ie.