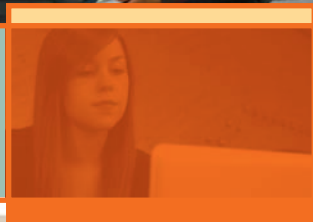
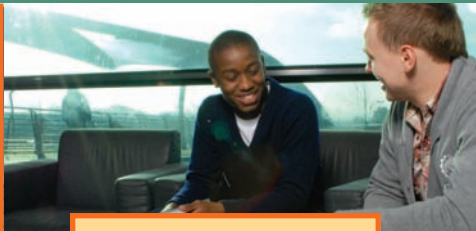


# Code of Student Conduct 2011/2012



## Céad Míle Fáilte

Céad míle fáilte go dtí Institiúid Teicneolaíochta na Gaillimhe-Maigh Eo. Tá súil agam go mbainfidh tú taitneamh agus tairbhe as an seal a chaithfidh tú anseo linn.

You are very welcome to Galway-Mayo Institute of Technology (GMIT). If you are a new student, you are especially welcome; of course, there is also a warm welcome for all continuing students.

GMIT is a multi-campus institution with programmes at two locations in Galway city (the administrative headquarters on the old Dublin Road and Cluain Mhuire), as well as Castlebar, Letterfrack and Mountbellew. Regardless of your location, I hope you will find your time in GMIT to be stimulating, enriching, and a rewarding learning experience.

Education is now a lifelong experience and programmes in GMIT facilitate that process with progression on all programmes to Level 8 awards, flexible entry and exit routes. While the attainment of educational awards is important, the learning achieved through involvement in clubs, societies and other Institute activities is also very important and enjoyable. You are invited to join the clubs and societies of your choice. You will find the experiences rewarding.

You are asked to read this booklet carefully. It is very important that you do so. It will make you aware of your obligations and rights. I wish you a happy and fulfilling experience in GMIT.

*Michael Hannon,*  
*Registrar.*

August 2011.

*This code may be revised from time to time by the Institute*

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The information contained in this handbook is correct at the time of printing but may change from time to time without prior notice.

# 1 INTRODUCTION

## 1.1

GMIT is a community of staff and students working together for the advancement of knowledge and understanding through learning, teaching and research.

The Chief Executive Officer of the Institute is the President and its chief statutory bodies are the Governing Body and the Academic Council.

It is the individual responsibility of all registered students of the Institute to behave in an appropriate manner.

## 1.2 MISSION

As a publicly funded higher education institution, GMIT is proud of its identity and role as an Institute of Technology. It is proud of its people and achievements and has confidence in its ability to meet the challenges of the future.

**Our Mission Statement reads:**

“At GMIT we develop the life-long learning opportunities through our teaching and research, by supporting regional development consistent with national higher education policy.”

## 1.2 GOOD NAME

The maintenance of the good name of the Institute is in the interest of all its members. It is the duty of its members at all times to conduct themselves in such a manner as not to bring the good name of the Institute into disrepute. All staff and students of the Institute are required to accept this obligation.

# 2 GENERAL RIGHTS AND OBLIGATIONS

## 2.1 FAIR TREATMENT

**Students can expect:**

- To be treated with courtesy and respect at all times.
- To be treated fairly in an environment free from harassment and discrimination.
- To be represented on the Governing Body, Academic Council, Programme Boards and appropriate sub-committees of Academic Council. (All students are invited to bring any problems to the attention of management).
- To be offered the chance to provide feedback about the value, relevance and effectiveness of their academic programmes and related services.
- The Institute to provide a safe and secure environment.
- To have reasonable access to student support services.

**Students will be expected:**

- To treat members of the Institute staff and other students with respect and courtesy.
- To be aware of and comply with Institute regulations including this code of conduct.
- To provide honest feedback on the course and related services.
- To conduct themselves in a professional manner while on industrial placements.
- To respect the property and facilities of the Institute.
- To behave in a responsible manner at all times.

**2.2 TEACHING AND LEARNING**

The Institute is committed to ensuring high standards in its teaching and the facilitation of learning.

**Students may expect:**

- To be provided with full information on programmes.
- To receive from the lecturer, at the beginning of the programme, an outline of the module content and how and when it will be assessed.
- To be provided with access to a programme timetable.
- To be exposed to a variety of teaching and learning methodologies.
- To have reasonable access to lecturing staff for individual consultation.

**Students will be expected to:**

- Attend and fully participate in lectures, tutorials, and all aspects of the learning process.
- Study the recommended Programme work
- Comply with the administrative arrangements for the Programme.
- Arrive on time for classes.
- See the relevant lecturer as soon as possible if a class, tutorial, practical, or laboratory session, is missed.
- Inform the Programme Chair if they are absent for a period of time.

**2.3 ASSESSMENT****Students can expect:**

- To get adequate notification of the date(s) of assessments.
- To receive feedback on assessments within a reasonable timeframe.

**Students will be expected:**

- To submit essays, projects and other assignments on time
- To inform lecturers promptly if they are having difficulties which are affecting their performance.
- Not to plagiarise material.
- To fully comply with all the examination regulations in this code.

## 2.4 OFFICIAL LANGUAGES ACT

Faoi Acht an dTeangacha Oifigiúla 2003 tá seirbhísí tré Ghaeilge ar fáil. Tá eolas faoi na seirbhísí sin le feiceáil i Scéim na hInstitiúide atá ar fáil ar shuíomh ghréasáin na hInstitiúide thíos.

<http://www.gmit.ie/president-office/sceim-gmit.pdf>

Under the Official Languages Act 2003, services are available through Irish. Information on these services may be viewed on the Institute web-site above.

## 2.5 VETTING REQUIREMENT

All students who will have unsupervised access to children and/or vulnerable adults have to be vetted by the Garda Central Vetting Unit. This will apply to the following programmes:

- $\Sigma$ BSc. (honours) in General Nursing
- $\Sigma$ BSc. (honours) in Psychiatric Nursing
- $\Sigma$ BA (ordinary) in Applied Social Studies
- $\Sigma$ BSc. (honours) in Design & Technology Education
- $\Sigma$ Higher Diploma in Education
- $\Sigma$ BA (ordinary + honours) in Outdoor Education and Leisure
- $\Sigma$ BA (ordinary) in Outdoor Education and Leisure with Geography
- $\Sigma$ BSc. (honours) in Medical Science
- $\Sigma$ BSc (ordinary) in Physics & Instrumentation
- $\Sigma$ BSc. (honours) in Physics & Instrumentation

All places are offered on the above programmes subject to satisfactory Garda vetting clearance. The Garda Vetting Policy and Procedures are available on the GMIT website <http://www.gmit.ie/presidents-office/quality-assurance/academic-policies/index.html>

# 3 GENERAL ACADEMIC REGULATIONS

## 3.1

On entering the Institute, a student is obliged to observe the regulations laid down for enrolment, attendance at lectures and other prescribed exercises, the use of the library, information technology facilities, and the conduct of examinations.

The following regulations are included in the appendices to this Code:

- Registration Regulations
- Examination Regulations
- Examination Recheck/Review/Appeal Procedures
- Library Regulations
- Information Technology and Computing Facilities

- Safety
- Sexual Harassment
- Bullying

### 3.2 Examples of breaches of the Code under general academic regulations include *inter alia*:-

- a) failure to complete the registration requirements.
- b) failure, without reasonable explanation, to carry out all or any of the following to the satisfaction of the School/Department in question and of the Academic Council: attend prescribed practical classes, (including laboratories), meet learning and assessment requirements, fulfil placement requirements.
- c) conduct likely to disrupt or interfere with lectures or other activities.
- d) failure to observe library regulations.
- e) failure to comply with examination regulations.
- f) falsification or misuse of Institute records or documents.

## 4 BREACHES OF DISCIPLINE

Any act or omission which adversely affects the rights of any other member of the academic community, or which disrupts the orderly and responsible conduct of any Institute activity, or which violates any Institute regulation, safety rule, or this code, shall constitute a breach of discipline. In particular, and without prejudice to the generality of the foregoing, the following are examples of breaches of discipline, classified as academic and non-academic:

### (i) Academic

Plagiarism or copying or cheating at any Examination or Continuous Assessment, or any other action that undermines the integrity of an examination or continuous assessment.

#### Note:

Plagiarism is the passing off of the work of another person as one's own.

It includes *inter alia*:

- the unacknowledged paraphrasing or use of other people's words or ideas as if they were one's own;
- the non-acknowledgement of sources or the falsification of citational references;
- the purchasing of, the recruiting of others to produce, or source, and/or the passing off as one's own, of any material from electronic or other sources;
- any of the above, in publication, prototype, or public presentation.

- Conduct (for example: noise pollution) which may disrupt teaching, study, research, or the administration of the Institute.
- Obstruction or abuse of a person in the normal pursuit of his/her work.
- Misuse of a student card, or impersonation, or activities involving false pretences or dishonesty.
- Acts or omissions by students while outside the Institute engaged in field exercises, work experience, placement or assignment, organised by the Institute, or while representing the Institute or any Club or Society, which would breach these regulations if committed within the Institute.
- Failure to comply with specific safety regulations in laboratories and workshops where the risk of injury to self or others is real.
- Failure to comply with Health and Safety regulations.

### **(ii) Non-Academic**

- Abuse of alcohol or other substances on the campus, including contravention of the regulations which may be made from time to time relating to the consumption of alcohol on the campus.
- Conduct which is likely to interfere with any meeting, scholarly or other activity, (for example: sporting and social activities, within the Institute or organised by an Institute club or society.).
- Forging of college documents.
- Damaging, defacing, stealing or misappropriating any property of the Institute, or of a staff or student member, or of any club or society of the Institute, or occupying or using such property other than in accordance with the provision made by the Institute, club, or society.
- Unwarranted interference with safety equipment, fire fighting equipment or alarm systems.
- The use of any property of the Institute or of its clubs and societies, other than in accordance with the appropriate rules and regulations made by any authority of the Institute.
- Bullying, or harassment, or sexual harassment of any student of the Institute by any student or member of staff.
- Bullying, harassment, sexual harassment of any staff member of the Institute by any student.
- Possession, or distribution, of illegal substances. This is a serious breach of the Institute regulations (any such alleged offence will be immediately reported to the civil authorities).
- Abuse of the internet in any manner.
- Misbehaviour outside the Institute which tends to damage its good name in the wider community or tends to cause it to come into disrepute.
- Acts or omissions by students, in the student villages, which would breach these regulations if committed within the Institute.

## 5 PROCEDURES - GENERAL

### 5.1

If a member of staff or member of the Governing Body or other authorised person is of the opinion that a student member is in breach of this Code of Conduct or of Institute regulations, he or she shall identify the person's name by means of the student's identity card (which must be produced on demand), inform him or her of the alleged offence, and notify the Registrar.

### 5.2

If a student member, having been told of his or her alleged offence, refuses to identify him or herself, this shall be added to the charge laid against the student, who shall be notified at the earliest practicable opportunity.

### 5.3

A person who fails to comply with a penalty or sanction within one month of receiving notice of the imposition of a penalty or sanction shall be guilty of a further offence, which may be punished by further sanction or penalty.

## 6 PROCEDURES FOR DEALING WITH BREACHES OF DISCIPLINE

### 6.1

All alleged breaches of this disciplinary code should be brought to the attention of the Institute's Registrar. The Registrar, or his/her nominee, shall take steps as soon as it is practicable to inform the student of the alleged offence. The Registrar shall explain to the student his/her rights and will ask him/her to accept or reject the accusation and make any submission he/she deems appropriate. The Registrar may then make any of the following decisions:

- a) Dismiss the complaint.
- b) In the case of plagiarism, refer the case to the Disciplinary Committee.
- c) Request full compensation where damage is done to Institute or private property.
- d) Refer the matter to the Disciplinary Committee. (Where the seriousness of the matter warrants it, the Registrar may impose a temporary suspension of the student from the Institute and/or the award to the student of a degree, diploma, certificate, scholarship, prize or other academic award and shall in such a case ensure that the Disciplinary Committee is convened without delay). All serious alleged breaches must be considered by the Disciplinary Committee.
- e) Suspected criminal offences shall be referred to the civil authorities and may also be dealt with under this Code.
- f) Where appropriate, any report arising from a matter investigated under sexual harassment, or bullying or harassment, shall be referred direct to the Disciplinary Committee.

### 6.2 DISCIPLINARY COMMITTEE

- a) The Disciplinary Committee shall be chaired by one of two designated executive members, nominated by the Academic Council.
- b) The Disciplinary Committee shall be composed of four independent members from the Academic Council, having regard to conflict of interest and any previous involvement. The chairperson shall be one of the four members.
- c) The President shall appoint all members of the Disciplinary Committee. If any member is involved in a disciplinary matter being considered, he / she shall disqualify him / herself from the Committee.
- d) The Registrar shall not be a member of the Disciplinary Committee.
- e) Decisions of the Committee shall be by simple majority, with the chairperson having a casting vote in event of a tie.
- f) A written record of the proceedings shall be kept.

## 7 PROCEDURES OF THE DISCIPLINARY COMMITTEE

### 7.1 PRE-HEARING

- a) The Registrar shall prepare a summary containing details of the alleged offence and shall forward it to the Disciplinary Committee.
- b) Notice of the hearing is to be sent by post to the student at least three clear days before the date of the hearing or handed personally to the said student at least three clear days in advance of the hearing.
- c) The written notice referred to in paragraph (b) shall contain a copy of the summary compiled by the Registrar and a note of any documents on which the Institute proposes to rely at the hearing. In addition, the notice shall state that the respondent student is entitled, within reason, to call the attendance of witnesses for the purpose of the hearing, to inspect all relevant documents and to obtain copies of any documents listed in the notice upon which the Institute intends to rely. The notice shall also state that the student may be represented or accompanied at the hearing by a person of the student's choice, such as the President of the Students' Union, a College Chaplain, Student Counsellor or a Parent. The student shall be informed that written submissions may be made to the Disciplinary Committee in advance of the hearing. Where a dispute involves two students, both should be asked to make written submissions to the committee.

### 7.2 DISCIPLINARY COMMITTEE PROCEDURES

The Disciplinary Committee shall conduct its activities using fair and reasonable procedures. The following procedures shall be followed by the Disciplinary Committee:

- a) The Registrar shall present the allegation to the Committee in the presence of the student, unless the student consents in writing that the allegation be considered in his/her absence.
- b) If the student is not present, the hearing continues in his / her absence.
- c) The student shall be asked to admit or deny the alleged offence.
- d) If the student admits the substance of the charge or complaint to be true, it shall not be necessary for the Registrar or nominee to offer evidence, although both parties may make such submissions or addresses as they wish in relation to the penalty.
- e) If the student denies the alleged charge, the subsequent procedure shall be fair and reasonable, having regard to the nature of the offence and the penalties laid down in these Regulations.

In particular the following practices shall be observed:

- i. All the evidence shall be heard in the presence of the student and of his/her representative and they shall be given the opportunity to cross-examine all witnesses or challenge any evidence called by the Registrar or his/her nominee.

- ii The student shall be given the opportunity of offering evidence and presenting witnesses and documentation relevant to the issues.
- iii. All members of the committee are entitled to question the Registrar, or nominee, the respondent student(s) and/or any witnesses.
- iv. The relevant Head of Department or School may be invited to make a submission.
- v The Registrar or his/her nominee and the student or student's representative(s) shall be given the opportunity to make submissions after evidence has been taken including representations in regard to the penalty.
- vi The Committee shall deliberate in the absence of complainant, respondent student and/or representatives but shall be entitled to seek legal advice on any matter arising in the course of the proceedings if deemed necessary.

### 7.3 DISCIPLINARY COMMITTEE PENALTIES

The Disciplinary Committee has discretion as to the appropriate penalty having regard to all the circumstances of the case. Where a student is found guilty of the offence or offences charged, the Committee is empowered to impose a penalty or a combination of penalties. The list of penalties listed is indicative and not absolute. The Disciplinary Committee has discretion to impose penalties other than those listed, as may be deemed appropriate.

#### (a) Academic

- a reprimand.
- to decide that no mark shall be awarded for the module in question and, if deemed appropriate, all the examinations at that session. The Committee can decide that any repeat mark for the module is capped at 40% and, at its discretion, that any repeat be treated as a second attempt. The Committee can also decide that the student would not be allowed re-sit for twelve months.
- exclusion from examinations for a specified period.
- deprivation of award of degree, diploma, certificate, scholarship, prize or other academic award in exceptional cases.
- suspension from the Institute for a stated period, or until such time as any requirements laid down by the Committee are honoured.
- expulsion from the Institute in exceptional circumstances where no other penalty is deemed appropriate, having regard to the gravity of the offence.

#### (b) Non-Academic

- a fine not exceeding €500.
- an order for the reparation of any damage or loss caused either to the Institute or to any of its members or members of the public.
- exclusion from specific Institute facilities.
- suspension from the Institute for a stated period, or until such time as any requirements laid down by the Committee, such as the restitution of damage or loss, are fulfilled or a specific requirement undertaken.

- expulsion from the Institute in exceptional circumstances where no other penalty is deemed appropriate, having regard to the gravity of the offence.

The Committee may having regard to all the circumstances of the case decide not to impose any penalty.

*Note:*

- Any monetary penalty shall be paid to the Financial Controller and duly receipted.*
- Any sanction should be proportionate to the offence which has been committed.*

## 7.4 Communication of Decision

The decision of the Disciplinary Committee in every case brought before it shall be given in writing and a copy thereof forwarded in due course to the student concerned or to the student's duly appointed representative.

# 8 APPEAL

## 8.1

An appeal may be made to the Governing Body within two weeks from the date of issue of the decision of the Disciplinary Committee and the appellant shall submit in writing the grounds for appeal. The date of issue of the said decision shall be the date on which the decision is posted to the student's address, as recorded on the Institute's register of students, or the date on which the said decision is handed to the student. The appeal should be addressed to the Secretary/Financial Controller of the Institute.

## 8.2 Governing Body Appeals Committee

- The Governing Body shall establish an Appeals Committee to hear appeals from decisions of the Disciplinary Committee of the Academic Council. It shall be called the Governing Body Appeals Committee. The Disciplinary Appeals Committee shall be composed of three members of the Governing Body and the President of the Students' Union or his/her nominee, and one neutral Head of School, or Head of Department, with both genders represented. A member of the administrative staff may be appointed as a non-voting secretary to the Disciplinary Appeals Committee. The chairperson shall be a member of the Governing Body other than a staff member or student of the Institute and one of three nominated by it for that role. Members of the Governing Body Appeals Committee shall be appointed by the chair of the Governing Body.
- Decisions of the Governing Body Appeals Committee shall be taken by a simple majority, with the chairperson having a casting vote in the event of a tie.
- A written record of the proceedings shall be made.

### 8.3 Procedures of Governing Body Appeals Committee

- a) A copy of the appellant's grounds of appeal including his/her submission, if any, shall be provided to the Committee.
- b) A copy of the relevant record of the Disciplinary Committee of the Academic Council shall be provided.
- c) The appellant, or appellant's representative, and the Registrar or other Institute representative may make oral submissions to the Governing Body Appeals Committee.
- d) In exceptional cases, where in the opinion of the Governing Body Appeals Committee, the requirements of justice so dictate, the Committee may consider evidence which was not tendered at the hearing before the Disciplinary Committee but provided always that the intention to adduce such fresh evidence has been notified to the student and to the Registrar or other Institute representative, as the case may be, in sufficient time to enable the student or the Registrar or other Institute representative to consider properly the said fresh evidence and to deal therewith adequately at the hearing of the appeal.
- e) The Governing Body Appeals Committee may:
  - i Allow the appeal.
  - ii Decrease or increase the penalty, or vary the nature of the penalty.
  - iii Reject the appeal.

The determination of the Governing Body Appeals Committee shall be given in writing and a copy thereof handed to the student concerned or forwarded by registered post to the student's address as recorded on the Institute records.

### 8.4 EXTERNAL APPEAL

If any party to a dispute is dissatisfied with any decision of the Governing Body Appeals Committee, he/she shall have the right to an external appeal to such independent person or persons as the President of the Institute shall nominate to hear the dispute. The nominee ideally should be acceptable to both parties. The member(s) of the Institute who referred the dispute to external appeal shall be bound by the decision of such independent person or persons, save that either party may avail of any legal remedy available.

## 9 HEALTH

The Student Health Unit is available for all GMIT students. It is essential that a student who has a special need, or medical condition(s) that may require particular treatment, or special facilities, notify the Student Health Unit.

Students with any of the following should notify the Student Health Unit:

- Any illness which requires maintenance treatment (i.e. asthma, diabetes, epilepsy).
- Infectious diseases e.g. infective hepatitis and meningitis.
- Congenital abnormalities (i.e. congenital heart disease, haemophilia).

All health records will be treated in strict confidence and retained in the Student Health Unit. They will not form part of the general Institute records.

The role of the Student Health Unit is to provide adequate medical care for all GMIT students in so far as is reasonably practicable. It is emphasised that the above examples of illnesses or conditions are not necessarily comprehensive or exhaustive. In the unlikely event of a student's health posing a health risk to the general student body, it may become necessary to notify the Institute management in order to protect the health of other students. This would normally be done following full consultation with the student. A student with any disability which may affect study and examinations should also notify his/her Head of Department in addition to registering with the Access and Disability office.

## 10 ALCOHOL AND SUBSTANCE ABUSE

Alcohol and substance abuse in the workplace/institution can be a major factor in accidents, absenteeism and reduced concentration/productivity and can have damaging effects, personal, financial and social, on the user/individual, their family and colleagues.

'Drug misuse' refers to the use of illegal drugs and the misuse, whether deliberate or unintentional, of prescribed drugs and substances such as solvents. Drug misuses can harm the misuser, both physically and mentally and, through the misusers actions, other people and the environment.

Simultaneous use of drugs and alcohol is particularly dangerous. (*From health and Safety Executive Guide, 'Drug misuse at work'*).

GMIT contends that Alcohol and Substance Misuse exists when a student's use of either or both results in impaired performance and presents a potential risk to themselves and/or colleagues / employees of the Institute.

All GMIT premises are alcohol and drug free.

Students shall be alcohol and drug free while attending the Institute.

### **Controlling Drink Promotions and Sponsorship**

- Sponsorship by the drinks industry is only permissible provided it is in monetary form only.
- The appointment of on-campus representatives by drink companies is not allowed in GMIT.
- All promotion of alcoholic drink is prohibited in the Institute.
- No alcohol will be accepted as awards, prizes, or rewards for individuals and groups.
- Advertising on campus of social events should not portray drinking as a solution to personal or academic problems.

## APPENDIX 1 REGISTRATION REGULATIONS

### 1.1 CAO AND DIRECT APPLICANTS

**You must:-**

- 1) have been offered and accepted a place in the Institute.
- 2) complete prescribed registration documentation, questionnaires, etc.
- 3) sign an agreement to abide by Institute rules and regulations.
- 4) pay all appropriate fees by the required date, before participating on a programme.
- 5) provide any certified documentation required to validate any aspect of your application for admission to the Institute.

***THE DISCOVERY OF ANY FALSE INFORMATION AT ANY STAGE WILL AUTOMATICALLY CANCEL YOUR OFFER/PLACE.***

- Continuing students must satisfy the requirements for progression, as per the Institute regulations.

### 1.2 REPEAT STUDENTS

It is the responsibility of a student to register for all repeat assessments. Applications should be received by:

- late October for the December/January examinations,
- late February for the Summer examination session,
- early July for the Autumn examination schedule.

Students who wish to, or who are required to, repeat attend must confirm with the Head of Department that spaces exist. Students who are repeat attending should submit a Repeat Authorisation form, signed by the Head of Department or Head of School, by the end of September 2011, at the latest. Repeat Authorisation Forms are retained by schools.

Any student who fails to return the completed registration form, along with the payment as per the fees invoice / giro receipt, by the closing date will be liable for a late repeat registration fee of €250. Students who do not comply with the regulations, and who fail to meet the deadlines, may not be entered for examinations, and may not be permitted to take repeat assessments.

### 1.3 LATE REGISTRATION PENALTY

All students are required to register on the dates specified in the registration documentation. This documentation is sent to the student's permanent address held by the Institute. It is the student's responsibility to notify the Institute, in writing, of any change of address. This notification must be submitted to the Registration section in the Office of Academic Affairs. Change of Details forms are available to download from the GMIT web site.

To become an official student of GMIT you must be fully registered (i.e. giro paid and documentation returned).

If a student is not registered by the date specified by the Institute, a late registration penalty of €250 will apply.

An un-registered student is not entitled to:

- be admitted to class, and is not covered by insurance
- be allowed to sit formal assessments
- permission to enter examination centres / halls
- access to IT and the library.

### 1.4 GENERAL REGULATIONS/GUIDELINES

- 1) Any student with an outstanding financial liability to the Institute may not be allowed to register or attend classes, sit examinations, gain access to results or graduate, until the financial liability is made good.
- 2) Any student not having registered and paid all appropriate fees by the required date will be liable for a late registration penalty.
- 3) Students must take responsibility for their own registration should the necessary documentation not be received. If you have not received documentation, please request it.
- 4) Students normally may not transfer automatically from one programme to another. Transfer applications must be submitted to the Admissions Officer.
- 5) Deferral applications must be submitted to the Admissions Officer.
- 6) If you are interrupting your studies or withdrawing from a programme with intent to return at a later date, an application must be made to the Head of Department or Admissions Officer.
- 7) If you are leaving a programme, a Programme Withdrawal Form, which is available from the School office, must be completed and returned to the Head of Department.
- 8) A student must not supply his/her ID number or ID card to another student. It is the student's own responsibility to ensure that this does not happen. The use of another's ID card is a disciplinary matter for both the owner and the user.

- 9) Unregistered students will not be considered by the Progression and Awards Board. Unregistered students will be unable to get confirmation of results until a subsequent Progression and Award Board has convened and considered results for students in this category.

In addition, students should observe the following:

- Inform the Institute, no later than 30 September 2011, of the choice of electives for the current year.
- Continuing students must inform the Institute no later than 20 April 2012 of the choice of electives for the following academic year.
- Any student with books / resources overdue for return to the library will have their results withheld and may not be allowed to graduate until the situation is resolved.
- Attend lectures, tutorials, seminars, practical classes and workshops at the times specified in the programme timetable.
- Attend assessments at the times specified in the programme assessment strategy and on the examination timetable.
- Inform your Head of Department within three days of sitting an examination and in writing, of any exceptional circumstances, which gave rise to an impaired examination performance, other than personal culpability. Submit a Personal Circumstances Form to your Head of Department

### 1.5 Accumulative of Credit(s) for Certified Modules (ACCM) and Repeat Students

It is the student's responsibility to:

- Complete the ACCM Declaration or Repeat Authorisation form and have it signed by the relevant Head of Department or Head of School.
- Register for the modules specified on the Repeat Authorisation or ACCM Declaration form on the date specified, otherwise a late fee will apply.
- Pay the appropriate fee and any outstanding fees.
- Inform the Office of Academic Affairs, no later than 23 September 2011, of any changes to the Repeat Authorisation form/ACCM Declaration form. Any changes must be submitted to the Office of Academic Affairs on a new Repeat Authorisation form/ACCM Declaration form signed by the Head of Department or Head of School.

Failure to comply with any of the above will result in failure to gain admission to examinations.

A person, who has not complied with the registration and regulations by 28 October 2011, shall be deemed not to be a student of GMIT and may not attend lectures, assessments, tests or examinations.

## 1.6 APPRENTICES

Each apprentice undertaking a modular assessment or examination, either practical or theoretical, which forms part of the National Craft Certificate assessment schedule, at GMIT is liable for payment of an examination fee at a rate notified to Institutes by the Department of Education from time to time.

One or more individual modular assessment or examination components, which combine to form a single official publication and return of results to FÁS, shall be called an “Exam Event” hereafter in this policy.

The examination fee shall be levied on each occasion of an Exam Event, which results in the Institute making an official publication and return of results to FÁS for an apprentice.

### Payment Date

Apprentices attending block release shall pay the examination fee on or before the day appointed for their registration for that block in the Institute. This is normally the first day of the block release.

Apprentices repeating referred modular assessment or examination elements shall pay the fee on or before the date set by the Institute for receipt of an application for the repeat Exam Event. One fee only shall be paid for each Exam Event regardless of the number of component modular assessments or examinations.

### Waiver of Payment

GMIT may at its sole discretion waive the requirement to pay the examination fee, where the Institute through its existing hardship assessment procedures, or otherwise, forms the opinion that the fee should be waived.

### Non Payment and Late Payment

Where an apprentice on block release, who does not enjoy a waiver of examination fees, defaults on payment of the Examination Fee to the Institute, the apprentice shall be allowed to complete all components of the end of block Exam Event. The Institute shall not publish or return a result for defaulting apprentices to FÁS or to the apprentice for that Examination Event.

An apprentice will be required to pay an additional administrative late fee in those circumstances in which the apprentice does not make payment on the due date.

Where an apprentice, who does not enjoy a waiver of examination fees, makes application for a repeat Examination Event without payment of the fee by the due date, the Institute may, at its discretion, treat such an application as invalid and as if the

application had never been made. The Institute may refuse to process the application and refuse the apprentice access to the examination location.

Where an apprentice makes application for a scheduled repeat Examination Event, after the last date notified for receipt of such applications, the Institute may, at its discretion refuse to process this application for the scheduled Examination Event and may instead treat it as an application for the next following Examination Event.

### **Appeal Mechanism**

Where an apprentice disagrees with a decision of the Institute arising out of the fee non-payment or late payment, the apprentice has the right to appeal that decision through the Institute's appeals procedures.

## **APPENDIX 2 EXAMINATION REGULATIONS**

### **1 GENERAL REGULATIONS**

#### **1.1**

In general, examinations shall be run in compliance with GMIT Marks and Standards, Approved Programme Schedules and other approved documents.

#### **1.2**

The award of any certificate, diploma, degree or postgraduate qualification shall be based on a candidate's performance in such examinations or other tests of knowledge or ability which have been approved by Academic Council and other approved external bodies for the programme of study and award concerned.

#### **1.3**

The term "examination" shall refer to any form of assessment associated with a programme of study (for example continuous assessments occurring during such programmes). Its form typically involves a written/oral examination, but may involve other forms such as assessment of laboratory exercises, presenting project work, examination of dissertation or any such similar activity or academic exercise which may be approved or prescribed by Academic Council in respect of any programme of study.

#### **1.4**

Only candidates who have satisfactorily attended or otherwise pursued a programme of study approved by Academic Council and who have completed satisfactorily all programme requirements shall be admitted to the examinations or other tests of attainment.

### 1.5

It is the responsibility of each candidate to ensure familiarity with all relevant module and programme regulations and examination requirements.

### 1.6

The maximum number of attempts allowed in a module is four, prior to having to re-attend the module.

## 2 REGISTERING FOR EXAMINATIONS

### 2.1

All students who are duly registered with the Office of Academic Affairs of the Institute, who are in good financial standing with the Institute, who are not debarred from examinations for any reason and who fulfil the requirements set out in 1.4 above are eligible to be registered as candidates for examinations each year. Any candidate who presents at the examinations' hall who has not fulfilled his/her financial obligations will not be permitted to sit the examinations.

### 2.2

Candidates who are unsuccessful in their examinations in any year and who are permitted by the relevant Board of Examiners to present for repeat examinations in that year are required to inform the Office of Academic Affairs of their intention to present for the repeat examinations.

### 2.3

Repeat students will be asked to click on a link in Web for Student which will lead them to a PDF of a blank Repeat Exam Entry form and detailed instructions for completing it. They will be asked to return the completed form to the Exams Office.

### 2.4

The Institute does not accept any responsibility for the sending or receiving of any communications through the post. It is the responsibility of each candidate to ensure that he/she is registered, where necessary, for repeat examinations.

### 2.5

The granting of exemptions at any examination shall not in itself confer any right on a candidate to present for further attempts to complete the examination. A candidate repeating may be permitted to, or may be required to, repeat attendance on the Module.

### 3 EXAMINATION TIMETABLE

#### 3.1

The Examination Timetable will be available on the Institute's website. It is the candidate's responsibility to ensure that he/she is aware of the date, time and location of his/her examinations. The Examination Timetable will be posted at least four weeks in advance of the relevant examinations. It is a student's responsibility to check timetables 24 hours in advance of the examinations to ensure that there have been no changes to venues and / or times.

### 4 ADMISSION TO EXAMINATION HALL

#### 4.1

Each candidate should be present twenty minutes before the advertised time of an examination but should not enter the Examination Hall until requested to do so by the Invigilator.

#### 4.2

Students must bring their ID cards to all examinations.

#### 4.3

In general no candidate will be admitted to the Examination Hall more than 60 minutes after the start of the examination; in exceptional circumstances, however, and provided that no other candidate has withdrawn and left the examination room, a candidate may be admitted later, at the discretion of the senior invigilator. Extra time will not normally be allowed.

### 5 CONDUCT DURING EXAMINATIONS

#### 5.1

No food is permitted in the examination hall.

#### 5.2

No candidate shall bring into the examination hall, or have in his/her possession while in the examination centre, any books or notes, or pencil cases, save the answer book(s) provided and any specified unmarked text allowed by the examiners.

#### 5.3

Each candidate will sit at the desk indicated by the invigilator or indicated on the notice at the examination hall entrance.

#### 5.4

Candidates must leave their student identity cards visible on their desks for the purpose of checking, without undue disturbance, after the start of the examination.

#### 5.5

Candidates are requested to read the instructions at the head of the question paper before starting work.

#### 5.6

Candidates may use non-programmable calculators and drawing instruments. Candidates may not use dictionaries and other reference books unless expressly approved. A list of such approved texts will be advised in advance. Mathematical tables, if required, will be supplied. Candidates may not bring their own mathematical tables or statistical tables into the examination centre. Under no circumstances can any material whatsoever be written on, or contained in a calculator, brought into an examination. It is the responsibility of a candidate to check that any calculator used complies with this requirement. Mobile phones are not permitted in the examination centre. Any mobile phones brought into an examination centre will be confiscated. A release fee of €50 will be charged. The Institute is not responsible for loss or damage to confiscated mobile phones.

#### 5.7

Approved models of personal electronic calculators may be used except in circumstances where their use is expressly forbidden. It is the responsibility of each candidate to ensure that his/her calculator is in working order. It is the responsibility of each candidate to ensure that he/she has an adequate supply of pens, pencils, correcting fluid etc., required for an examination. The borrowing of such materials will not be permitted during an examination.

#### 5.8

If, after reading the question paper, a candidate should wish to withdraw from the examination, he/she will not be allowed to do so until sixty minutes after the start of the examination.

#### 5.9

Candidates wishing to leave the examination hall temporarily may not do so unless accompanied by an invigilator. In any event, no person may enter or leave the examination hall without the invigilator's permission.

#### 5.10

A candidate must not, on any pretext whatsoever, speak to or have any communication with any other candidate; such communication will be regarded as a breach of the Examination Regulations. If a candidate needs to ask a question or obtain an extra answer booklet, he/she should raise his/her hand and one of the invigilators will attend to him/her. Complete silence must be observed in the examination centre.

### 5.11

Candidates will be supplied with as many answer books as required, but all must be returned at the end of the examination. Rough notes can only be made on the answer book(s) provided. No candidate can take any examination answer book(s), whether used or not used, or other examination material from the examination hall. Examination papers may be removed from the examination centre.

### 5.12

A candidate completing his/her examination in the last fifteen minutes must remain in his/her place until an invigilator has collected his/her answer book(s), the answer books have been checked, and the invigilator has announced that candidates may leave the examination hall. It is the responsibility of each candidate to ensure that his/her answer books are handed to the invigilator.

## 6 ABSENCE FROM AN EXAMINATION

### 6.1

If a candidate is absent from the examination, a detailed explanation must be submitted within 3 days of the last scheduled examination to the Head of Department, together with a medical certificate if the absence was due to illness. Details of all such absences shall be reported to the Chairperson of the Programme Board and subsequently to the relevant Board of Examiners. No medical certificate will be accepted after the Examination Board meeting. The candidate should complete a Personal Circumstances Form and submit to the Head of Department if the absence is due to circumstances other than personal culpability.

## 7 CONCERNS DURING AN EXAMINATION

If a candidate genuinely finds an issue with a question on an examination paper, such as a portion of the question missing or incorrect supporting data, the candidate is entitled to make a reasonable assumption as to the intent of the question.

Lecturers will not be contacted to clarify such issues during an examination.

Candidates in such circumstances are advised to communicate their concerns to the examination invigilator.

## 8 ILLNESS DURING AN EXAMINATION

### 8.1

A distressed or ill candidate may be permitted to leave the examination hall temporarily during an examination, accompanied by an invigilator, and subsequently return to complete the examination, provided the continuity and quality of supervision is not affected. The invigilator may, following consultation with the Office of Academic Affairs and the Internal Examiner, if deemed necessary, give a time extension to such a candidate at the end of the examination equal to the period of absence, or arrange for such a candidate to complete the examination in a separate room under supervision.

## 9 BREACHES OF EXAMINATIONS REGULATIONS

### 9.1

A candidate who is found to have unauthorised materials in his/her possession in the examination hall shall be deemed to be in breach of the examination regulations. Any written or printed materials not written on official answer books shall be considered to be unauthorised materials.

### 9.2

Unauthorised materials, together with a copy of the candidate's identity card, shall be removed and retained by the invigilator who shall make a written report to the Office of Academic Affairs. The Office of Academic Affairs will report the matter to the Registrar for further action. The candidate shall be allowed to complete the examination.

### 9.3

The same procedure will be followed where a candidate or candidates is/are considered by the invigilator to have copied or to have attempted to copy.

### 9.4

An alleged breach of the examination regulations shall be referred to the Registrar in advance of the relevant Board of Examiners meeting.

### 9.5

In the event that it may not be possible to arrange a meeting of the Disciplinary Committee before the Progression and Awards Board, the candidate's result shall be withheld until a Disciplinary Committee meeting has heard the case and made its recommendation.

**9.6**

A candidate found to be in breach of examination regulations may have some, or all results of that diet of exams declared void. In addition, the Disciplinary Committee may recommend that such a candidate may not be permitted to repeat that diet of examinations until one year has elapsed. A candidate disqualified because of infringement of examination regulations may be deemed not eligible for an award at honours, merit or distinction by the Disciplinary Committee.

**9.7**

Other forms of assessment undertaken in that academic year may also be declared void if this is considered appropriate or necessary.

**9.8**

In addition to its recommendations(s) to the Progression and Awards Board, the Disciplinary Committee may, at its discretion, impose other sanctions.

## **10 COMMUNICATIONS OF EXAMINATION RESULTS**

**10.1**

All examination results are provisional until final confirmation by the Academic Council of the Institute.

**10.2**

Provisional results are communicated to students after the relevant meetings of the Progression and Awards Boards. Results will be available to students via Web for Student.

**10.3**

It is the responsibility of candidates to obtain their results online or through another agreed channel. No examination results will be given by telephone.

**10.4**

The Heads of Department and School shall be responsible for ensuring that academic staff are on duty to discuss results with students on a specified date following the publication of the results.

## 11 APPROVED PROGRAMME OF STUDY ABROAD

### 11.1 Definition:

A programme of study at an approved institution abroad constitutes a relevant part of some Institute programmes.

### 11.2 Examination Procedures:

Each candidate will be assessed in a range of modules, according to the normal examination procedures operating in respect of the host Institute/University. Student's marks will be communicated to the Head of Department in GMIT for consideration by the Progression and Awards Boards. Any candidate who fails will be required to sit repeat examinations in the modules concerned. As examination regulations vary from institution to institution, exchange students should obtain a copy of the relevant regulations before the start of the exchange.

## 12 WORK PLACEMENT

Separate regulations regarding industrial placement, where relevant, are available from the appropriate Head of Department/School.

## 13 ERASMUS/SOCRATES STUDENTS

ERASMUS/SOCRATES students registered on GMIT Programmes:

- who wish to sit examinations from their home institutions here are required to make arrangements with the Examinations' Office at least four weeks prior to the scheduled date, and
- to make any special arrangements with the Head of Department and the International Office at least four weeks prior to the scheduled date. This information is then passed on to the Examination office from the International office.

## APPENDIX 3

### RECHECK, REVIEW AND APPEAL PROCEDURES

#### PURPOSE

The purpose of this document is to specify fair and transparent procedures for dealing with requests for Recheck and/or Review of marks/grades awarded to students in the assessment process. The examination appeal procedure is also outlined.

The Examination Appeal procedures is also outlined.

It is the policy of GMIT as a community devoted to teaching, learning and research:

- to support the rights of students to seek a Recheck and/or Review and/or Appeal;
- to provide arrangements for dealing with all requests for Recheck, Review and Appeal in a fair, transparent and timely manner;
- to implement these procedures in a timely fashion after each examination session, following the issuing of provisional results by Progression and Award Boards.

#### FREEDOM OF INFORMATION (FOI)

After every examination session, each School and/or Department shall arrange at least one consultation day, on a specific date, when students may discuss their examination results with their lecturers (i.e. internal examiners). Provisional dates are suggested in the Operations Calendar.

Students have a right to see and examine their scripts on the specified date.

In the event that any errors relating to omissions, recording, collating or aggregation of marks become apparent during the FOI consultation between the lecturer and student, the lecturer should inform the Head of Department of the need to alter the mark/grade awarded.

#### DEFINITIONS

*Recheck* means the administrative procedure of checking and ensuring that all parts of an examination have been marked and that no error occurred in the recording, collating or aggregation of marks which determined the result. This process is normally carried out by the internal examiner.

*Review* means the re-marking of the examination script and, if deemed necessary, of all relevant assessment material, by the external examiner or by another suitably qualified individual.

*Appeal* means the consideration of *extraneous or anomalous* matters relating to examinations, excluding the content and marking of examination scripts.

## PROCEDURES FOR RECHECK

A formal request for a Recheck should be made by a student in writing to the relevant Head of Department or Head of School, within seven days of the date of publication of results.

*(In exceptional circumstances, a later request may be accepted by the Head of Department or Head of School up to 14 days after the release of results on Web for Student).*

No fee shall be payable for a Recheck provided it is conducted during Consultation day, otherwise a Recheck incurs a fee.

A Recheck will normally be carried out by the internal examiner. When the internal examiner is not available, a suitably qualified substitute shall be appointed by the Head of Department or Head of School.

The Head of Department or Head of School, shall communicate the result of a Recheck, in writing, to the student.

If a change in the result is recommended, the Head of Department or Head of School shall communicate the change to the Registrar and to the External Examiner.

The Registrar shall make the necessary arrangements to have the result amended on the Broadsheet of Results, and on the Student Records System.

## PROCEDURE FOR REVIEW

A formal request for a Review should be made by a student in writing to the Registrar, within 14 days of the publication of results on Web for Student, or within 7 days of the notification of the outcome of a Recheck.

The Review shall be granted subject to the payment of a fee, charged on a per module basis. The amount of the fee is determined on an annual basis and shall be displayed with the examination results. The marks or grade awarded may be increased or decreased or remain unchanged as a result of a Review. The fee(s) shall be returned to the student if the Review results in the marks or grade being increased.

The Registrar shall notify the Head of School or Head of Centre of each request for a Review.

The Review may be carried out by the External Examiner. However, in the event that the External Examiner has previously reviewed the particular examination script or relevant assessment material, another suitably qualified independent expert, nominated by the Head of School and approved by the Registrar, should be appointed to carry out the Review. The Head of School or Head of Centre shall inform the internal examiner that a Review is to be carried out, and arrange to have the script, marking scheme, and paper sent to the reviewer.

The Review should be completed in a timely manner. During the summer period, the result of the review may not be available until early September.

Where the reviewer recommends a change in the marks/grade awarded, an explanation shall be provided. The internal examiner should be informed and may request the Registrar to seek the opinion of another suitability qualified independent expert. If granted, this latter opinion shall prevail.

The Head of School or Head of Centre shall notify the Registrar of the outcome of the Review.

The Registrar shall inform the student of the outcome of the Review.

The Registrar shall also inform the subsequent Progression and Awards Board meeting about the recommended change in marks/grade. The change should be formally noted and any further related issues arising should be considered. Following this meeting, the Registrar shall make the necessary arrangements to have the result amended on the Broadsheet of Results and to inform the Academic Council.

The result of a Review is the final decision in relation to the marking of scripts.

In the event of a significant change in marks/grades arising from a Review, a further Review of a sample of scripts may be initiated by the internal examiner and/or the Head of School or Head of Centre. If a recurring discrepancy is identified in this sample, all papers in that module shall be reviewed.

In exceptional circumstances, the Registrar may initiate a review of grades awarded to individual students or to all students in a particular subject/module. For example, if there is evidence of substantive irregularity in the conduct of the examinations or other substantial reason justifying such a Review.

In the event that the Review is unlikely to be completed prior to the next examination sitting in the module, and the student has previously failed the module, the student is advised to avail of the opportunity to re-sit the examination, on the understanding that this action will not prejudice the outcome of the Review in any way.

### **PROCEDURE FOR APPEAL**

Applications for an Appeal are dealt with by the Institute's Examinations Appeals Board. This Board has no function in relation to the marking of scripts or other assessment material.

An application by a student for an Appeal must be made in writing to the Registrar, together with the appropriate fee, which is refundable if the Appeal is successful. The application must identify clearly the grounds on which the Appeal is being sought and contain all information which the student requires to be taken into account. The application must be made within 14 days of either the issuing of the examination results, or following notification of the outcome

of a Recheck or Review. The Registrar will notify the appropriate stakeholders of the content of the appeal. The Registrar prosecutes the appeal case and may call witnesses to assist in this process.

**The Appeal should be completed in a timely manner.**

**The membership of the Examinations Appeals Board shall be as follows:**

- Chairperson: Registrar's nominee (a member of Academic Council).
- Two Heads of School or Department selected from the Academic Council, having regard to conflict of interest or any previous involvement.
- Two academic staff members, selected from the Academic Council and having regard to conflict of interest or any previous involvement.
- A suitably qualified independent expert nominated by the Registrar, normally an External Examiner, if deemed necessary by the Registrar.

A quorum shall be four, including the Chairperson.

In considering the application, the Examination Appeals Board may seek further information or expert advice from such persons as it considers necessary.

The appellant will be invited to make representations at the meeting of the Board. In the event that they choose to avail of this opportunity, the appellant may be accompanied or represented by a person of their choice, such as the President of the Student's Union, a College Chaplain, a Student Counsellor, a friend or a parent.

The Examination Appeals Board shall consider all the information provided and decide the outcome of the appeal. All decisions of the Examination Appeals Board shall be by majority vote. In the event of a tie, the Chairperson shall have a casting vote.

The Chairperson shall inform the Registrar of the outcome of the Appeal.

The deliberations of the Board should, however, remain confidential.

The Registrar shall communicate the result of the Appeal, in writing, to the student.

The Registrar shall also inform the relevant Head of School or Head of Centre and the Progression and Awards Board at its subsequent meeting. The Registrar shall also make the necessary arrangements to have the result amended on the Broadsheet of Results and to inform the Academic Council.

No further appeal will lie within the Institute in respect of the circumstances of the appeal.

## APPENDIX 4

### Examination Deferrals and Impaired Examination Performance Procedures

#### APPLICATION FOR EXAMINATION DEFERRAL

Prior to any final examination session, a student encountering a problem preventing her/him from taking an examination, may apply for a defer. She/he should complete an Examination Deferral Form and submit it to the relevant Head of Department. The Head of Department will forward this to the Registrar for decision, together with any relevant supporting documentation (including, if considered relevant, the views of lecturers and the Programme Board).

#### IMPAIRED EXAMINATION PERFORMANCE (IEP)

Impaired examination performance may arise as a result of bereavement, accident or injury, illness or a variety of other circumstances, but **NOT** as a result of personal culpability.

Academic Council recognises that such circumstances may impact adversely on a student's performance and related results. Accordingly, the Progression and Awards Board have a responsibility to consider impaired examination performance in the case of each student so affected. The Progression and Awards Board will apply such consideration in a fair, equitable, consistent and reasonable manner.

The procedure students must follow to apply for impaired performance consideration are outlined below.

*Procedure for Application for consideration of Impaired Examination Performance.*

It is the student's responsibility to apply for consideration of impaired examination performance.

She/he should complete and submit a Personal Circumstances Form (PCF) to the relevant Head of Department no later than three working days after the last scheduled examination. The PCF must be accompanied by a form of appropriate documentary evidence regarding the circumstances. Examples of acceptable documentary evidence include a death notice, a medical doctor's certificate, a letter from the Institute's Counsellor and/or from any person qualified to provide professional expert opinion in the circumstance.

PCF forms should be available from the School Office, from the Counsellor and on the Institute website. Students may request the assistance of the Student Union/College Counsellor in completing their submission.

Students are advised to keep a record of all documentation submitted.

Once the PCF has been submitted with the appropriate documentary evidence, there is no obligation on the student to discuss the issue further with the Head of Department. It is entirely at the discretion of the student whether they choose to do so.

The Head of Department will be responsible for bringing the application to the attention of the Progression and Awards Board. At all times, necessary confidentiality regarding the student's circumstances, and respect for the professional opinion expressed in supporting documentation, will be observed.

### **ILLNESS DURING AN EXAMINATION**

In the event that a student falls ill during an examination, rendering her/him unable to finish the examination, she/he should be referred to the medical centre. Invigilators must log the incident. Thereafter, the student should complete and submit a PCF to the Head of Department within three working days after the last scheduled examination.

### **INABILITY TO ATTEND AN EXAMINATION**

In the event of an issue arising during the examination session rendering a student unable to attend an examination – for example, severe weather conditions preventing a student from travelling to the examination centre - she/he should complete and submit a PCF to the Head of Department within three working days after the last scheduled examination.

In this circumstance, students are advised to contact the Internal Examiner or the Programme Chair or the Head of Department as soon as possible after the event, to explain the situation.

### **ISSUES RELATING TO CONTINUOUS ASSESSMENT**

Issues of impaired performance related to continuous assessment should generally be dealt with between the module lecturer and the student, in accordance with programme requirements, Institute codes of academic practice and related policies, and departmental arrangements. The advice of the Head of Department and/or the Programme Board should normally be sought.

In the case of modules in which continuous assessment, project and/or practical work is the dominant element (e.g. 60%), and in particular if the assessment centres on a single piece of work, impaired performance issues should be dealt with using the procedure outlined above, namely the student should submit a PCF to the Head of Department within three working days after the assessment submission date.

### **REVIEW OF THE PROCESS**

The Registrar's Office will undertake a review of the process at least once during the lifetime of each Academic Council. In particular, the Registrar will seek to ensure that the procedure is applied in a fair equitable, consistent and reasonable manner – and to assure the Academic Council accordingly.

### **Aegrotat Awards**

In rare cases, involving extreme extenuating circumstances, a Progression and Awards Board may decide to recommend conferring an unclassified Aegrotat Award. Such an award will not necessarily entitle the holder to registration with a professional body, or exemption from the requirements of any professional qualification which might otherwise be associated with the programme of study concerned.

For example, the Progression and Awards Board may recommend the conferring of an unclassified Aegrotat Award as a posthumous award.

## APPENDIX 5

### 5.0 LIBRARY REGULATIONS

Throughout these regulations, the term "book" is taken to mean any item, whether printed or in another medium, forming part of the Library's holdings.

#### 5.1 ADMITTANCE

- a) All staff and registered students of the Institute may consult and borrow books.
- b) I.D. cards must be shown to Library Staff on request.
- c) Library membership is available to external members on payment of the appropriate fee.
- d) External readers with genuine needs are permitted to use the Library for consultation only, provided that this does not interfere with other users.

#### 5.2

Readers are required to notify the Library of any change of address.

#### 5.3 BORROWING

- 1) A reader must present the appropriate ID card at the issue desk for each transaction.
- 2) A student may borrow five books at any one time and must return or renew them by the date due. A postgraduate student may borrow ten books at any one time and return or renew them by the due date.
- 3) Books may be renewed if not requested by other borrowers.
- 4) The borrower shall be responsible for the safe keeping of the book until it has been returned and the loan record cancelled.
- 5) Periodicals, reference material and some special collections such as Government Publications may not be borrowed.
- 6) Certain categories of material placed on restricted loan will be subject to special regulations as determined by the Librarian.
- 7) Upon receipt of an urgent recall notice, a book must be returned within twenty-four hours.
- 8) A charge will be imposed on each volume overdue. The cost of postage for overdue notices will be added to the charge.
- 9) The Librarian may at her/ his discretion stop the lending out of books in immediate demand and reserve them for consultation within the Library.
- 10) No reader shall transfer a volume to another person whether or not registered as a Library borrower.
- 11) Borrowing privileges may be withdrawn on infringement of these regulations.

- 12) It is the responsibility of the library user to ensure all library material is returned to the library on time. If a library user has any overdue items on their accounts, they will be unable to access their exam results online or in the case of final year award, will not be conferred until all library accounts are clear. This policy will be clearly communicated to library users in a timely fashion.

#### 5.4 GENERAL RULES

- 1) Users should not cause any noise or disturbance in the library.
- 2) Smoking, eating, drinking (other than water) and chewing gum are forbidden in the Library.
- 3) Large bags, such as rucksacks, may not be brought into the library. Other bags and belongings must not be left where they could endanger or inconvenience others.
- 4) Mobile phones and personal stereos must be switched off at all times. Any use of these, which will cause disturbance, is forbidden. Anyone found in breach of this regulation will be fined 5 on the spot. A repeated offence can lead to disciplinary action.
- 5) A reader damaging or losing a book belonging to the Library shall be liable to pay the cost of a replacement copy.
- 6) Each person is responsible for his/her own belongings and should ensure that any library book in his/her possession is issued before leaving the library.
- 7) Books being taken out of the Library must be shown to staff if requested.
- 8) Any allegation of a person stealing or defacing library material, or in serious breach of Library rules, will be referred to the Institute Disciplinary Committee. The fine for defacing library material is 25.00 and the cost of a replacement must also be paid.
- 9) The library may only be used for study and research purposes.
- 10) Seats may be reserved for thirty minutes only by leaving a note stating time of departure. Otherwise, library staff may clear desks. The library shall not be responsible for any property left unattended.
- 11) Library computers, equipment and network points may not be used to create, store or transmit defamatory material, or material which infringes copyright, or intellectual property rights, or discriminates in any way, or is offensive, obscene or abusive, or which contravenes the law of the state.
- 12) Users are not permitted to make any unauthorised adjustments to any Library IT equipment, settings or software.
- 13) Using the internet for SMS messaging, games and/or other recreational activities is prohibited.
- 14) Library facilities and equipment may not be used for any commercial use.
- 15) Users must vacate the library and the building immediately by the nearest emergency exit if asked to do so due to an emergency.

## APPENDIX 6

### 6.1 INFORMATION TECHNOLOGY AND COMPUTING FACILITIES

GMIT provides access to Information Technology (IT) & computer resources for students and staff within available resources. It reserves the right to limit, restrict or extend access. The facilities are available for educational, training and research purposes only. The term 'IT & Computing Resources' refers to all computers (PCs, laptops, embedded computers, etc.), servers, printers, cameras, scanners, modems, as well as all other related peripherals and equipment. It also includes software, firmware and all types of audio-visual and multi-media equipment located throughout the campuses of the Institute, access to the internet and to on-line resources and to e-mail services.

### 6.2

Resources are made available subject to the following conditions:

- No person shall jeopardise the integrity, performance, or reliability of the Institute's equipment, software or stored data.
- Users are not permitted to create, store or transmit defamatory material, or material which infringes copyright or intellectual property rights, or discriminates in any way, or is offensive, obscene or abusive, or which contravenes the law of the State (in particular the Data Protection Act and the Child Trafficking and Pornography Act, 1998).
- To use the e-mail and internet facilities, a user has to be registered.
- Users are responsible for the management and security of all user accounts provided by GMIT. Account details such as user-name (UID), password, etc. should not be passed on to others.
- IT & computing resources must not be used for any commercial or any significant personal use.
- Access to the internet, through ITNet & HEANet Ltd., is for research and educational purposes only.
- A student's GMIT identification card must be shown to computing services & IT staff on request.
- The following apply to all IT and computing facilities in GMIT:
  - Eating and drinking are strictly prohibited in the laboratories.
  - Coats and bags are not allowed in any of these facilities.
  - Defacing IT or computing resources or associated furniture is strictly prohibited.
  - For both hygienic and aesthetic reasons, chewing gum is strictly prohibited.
  - Notices, in any printed form, are only allowed to be displayed on the notice boards provided.
- All fire and emergency exits must be kept clear and free of obstructions at all times.
- Users must vacate IT & computing facilities by the nearest emergency exit when asked to do so due to an emergency, threat of fire or as part of an evacuation drill.
- Mobile phones must be turned off on entering an IT/Computing facility and remain off whilst the visitor/individual remains there.

- Tampering with, or making any unauthorised adjustments to any IT or computing equipment is strictly prohibited.
- Some resources (software, hardware such as digital cameras, laptops, etc) may be available on a loan basis or for borrowing. The borrower is responsible for the safe return of such items.

## APPENDIX 7

### SAFETY IN GALWAY-MAYO INSTITUTE OF TECHNOLOGY

#### 7.1 SAFETY STATEMENT

The Safety Statement is the GMIT health and safety policy to ensure compliance with legislation. The policy defines safety responsibilities and outlines the routes for consultation on safety matters. Area risk assessments and safe work practices notices are included in each area. The Safety Statement is available through the Institute website.

#### Responsibilities of Students:

Students must:-

- 1) Take reasonable care of their own safety and not endanger others by their acts or omissions.
- 2) Co-operate fully with all instructions, safety rules and regulations of the Institute.
- 3) Use equipment only if authorised and properly trained. Ensure equipment is operated in a safe manner and that good housekeeping standards are maintained.
- 4) Not interfere or misuse any specified items of safety equipment or any safety device.
- 5) Use personal protective equipment as necessary (students are required to provide themselves with their own PPE, i.e. their own laboratory coats, safety glasses etc.)
- 6) Promote safe work practices.
- 7) Report any accident, dangerous incident, defective equipment or potential safety hazard to their lecturer in charge/ course co-ordinator and co-operate fully in any accident investigation.

Children are not authorised on campus except where permitted by special regulations, for example, summer camps).

## 7.2 SAFETY RULES

- Do not put your safety or that of others at risk by your actions or omissions. Observe all safety signs and rules on site.
- Students must co-operate with staff in using the appropriate safety devices, wearing the correct safety equipment and following proper safe systems of work.
- Do not interfere with or misuse any specified items of safety equipment or any safety device. Wear properly fitted clothing. If using moving equipment, keep long hair tied and jewellery away from equipment.
- Wear personal protective equipment if required. Students are required to provide their own laboratory coats and other Personal Protective Equipment as deemed necessary.
- Keep work areas (laboratories, classrooms, library and offices) tidy. Clean up spillages promptly
- Keep walkways and fire exits clear of obstruction.
- Smoking is not permitted inside Institute buildings, in vehicles travelling on Institute business, near compressed gas or flammable materials.
- Do not operate machines without training and/or instruction which you are not trained or instructed to use.
- Do not remove machinery guarding except for maintenance purposes. Do not operate equipment without guards in place.
- Machine maintenance is only to be conducted by trained persons.
- No person will be permitted to use machinery, attend class or work if considered to be under the influence of alcohol or other substances. Non compliance with the Safety Rules is a Breach of the Disciplinary Code and punishable under the relevant Code of Conduct.

## 7.3 FIRE SAFETY

There is a legal requirement to protect all persons from risk of fire (Fire Services Act 1981 & 2003 & Safety Health & Welfare at Work Act General Applications Regulations 2007) Acts of vandalism, e.g. maliciously activating a break glass unit, is a serious breach of these regulations.

### EVACUATION MUST TAKE PLACE WITHIN 2 MINUTES OF ALARM ACTIVATION DO NOT WAIT!

Note: Only fight the fire if you are competent and you consider it safe to do so.

Fire Evacuation Procedure

- Upon hearing the fire alarm – continuous sounder:  
GET OUT IMMEDIATELY Do not panic.
- Stop hazardous machinery.
- Do not stop to collect personal possessions.
- Obey the Fire Marshals.

- Proceed to your assembly area using nearest exit.
- If you are not able to walk, a Fire Marshal shall bring you to the nearest safe holding place and arrange safe evacuation.
- Do not use lifts.
- Walk quickly but don't run, closing doors behind you.
- Assemble at Fire Assembly Point, report to Fire Marshal.
- Obey the Fire Marshal.
- Do not re-enter the building until the all clear has been given.

## 7.4 Upon discovery of a fire:

- Raise the alarm by breaking the nearest break glass unit.
- Close all doors and windows to contain the fire.
- Extinguish the fire if safe to do so.
- Evacuate the premises to fire assembly point.

### Accident/incident procedure

- In the event of injury, seek first aid from first aid personnel or Nurse in the Medical Centre, ext. 2228.
- First Aid contact details are displayed on telephone directory or through reception.
- First Aid kits are available at department offices, laboratories and workshops.
- If requiring further treatment, contact the Medical Unit, ext. 2228.
- In the event of a serious accident, contact emergency services immediately. All accidents must be reported immediately to supervisor/line management.
- Incidents and near misses should also be reported.
- Line management have a duty to promptly refer an injured person to appropriate first aid or medical treatment.
- Line management is responsible for accident investigation & reporting to the safety officer.
- Accident report forms are available through the Health & Safety institute website.
- Reasons for reporting: Prevent re-occurrence, Legal obligation.
- Safety Officer reports data to Health and Safety Authority, (H.S.A.)

## 7.5 HAZARD REPORTING

- Hazards are anything with potential to cause harm or injury.
- All hazards must be reported to line management.
- Line management have a duty to address hazards in a timely manner.

Contact Numbers Internal number in Bold

Reception +353-91-753161

Caretaker's desk +353-91-74**2124**

Nurse/ Medical unit +353-91-74**2228**

Safety Officer +353-91-74**2762**

## APPENDIX 8

# BULLYING / HARASSMENT / GRIEVANCE PROCEDURES

### 8.1 POLICY

- GMIT is committed to providing a working and learning environment based on equality of opportunity and respect for the dignity of all its students and staff.
- Having regard to these objectives, it is committed to an environment that is free of bullying and harassment.
- Each student and staff member of GMIT is entitled to work and study in an environment free from bullying and harassment. In turn, there is a responsibility on each person to ensure that their behaviour respects the rights of others in this regard.
- If a student experiences offensive behaviour and makes a complaint through the complaints procedure that follows, he/she will be protected from any victimisation resulting from the complaint.
- If a student is unsure at any stage of the procedure about who to consult, advice can be sought from the Students' Union, a Head of Department or a Head of School, or a Programme Chair. These procedures apply in respect of a student's complaint against another student or staff member, or a staff member against a student.

### 8.2 DEFINITIONS

- **Bullying** is repeated destructive behaviour which can be verbal, psychological or physical, initiated or conducted by an individual or a group which could reasonably be regarded as undermining a person's dignity. Bullying can include threats, shouting abuse or obscenities, subjecting a person to constant humiliation, sneering, ridicule.
- **Harassment** is defined in the Equality Act of 2004 as 'any form of unwanted conduct related to any of the discriminatory grounds which has the purpose or effect of violating a person's dignity and creating an intimidating, hostile, degrading, humiliating or offensive environment for the person'. The Employment Equality Acts outlaw discrimination in the workplace on nine grounds: gender, marital status, family status, sexual orientation, religious belief, age, disability, race and membership of the travelling community.
- **Sexual Harassment** is defined under the Equality Act 2004 as 'any form of unwanted verbal, non-verbal or physical conduct of a sexual nature, being conduct which in either case has a purpose or effect of violating a person's dignity in creating an intimidating, hostile, degrading, humiliating or offensive environment for the person'.
- **Racial Harassment** is defined as unwanted conduct on the grounds of race/ethnic origin which could be reasonably regarded as offensive to the recipient and which might threaten a person's security or create a stressful, hostile or intimidating work/study environment.

### 8.3 PRINCIPLES

The procedures outlined below are established with the aim, where possible, of resolving complaints informally and through negotiation between those individuals who are immediately concerned with the matter. The Institute recognises, however, that some issues cannot be resolved by informal means alone and may require the intervention of outside parties. The formal procedure is available to students and staff should the informal pursuit of a problem at a School/Department level prove unsatisfactory. The Institute believes that an open, fair, and accessible problem solving procedure is in everybody's interests and that its existence encourages the prompt resolution of problems near the point of origin. In general, those about whom problems are raised have a right to know what is being claimed and who is invoking the procedure. At any stage of this procedure the student or staff member may wish to be supported by an accompanying person. Staff involved in handling the various stages of a particular problem are obliged to ensure that such a problem does not influence the assessment of the student's academic work or the way in which he or she is treated.

There are two stages for dealing with cases of alleged bullying or harassment:

- Informal Procedures
- Formal Procedures.

### 8.4 INFORMAL PROCEDURE: STAGE 1

- 1) A student or staff member who perceives that he/she may have been bullied or harassed should immediately ask the person allegedly bullying or harassing him/her to stop. It may be possible and sufficient for the member concerned to explain clearly to the person allegedly engaging in the unprovoked conduct that the behaviour in question is unwelcome, that it causes offence or makes him/her uncomfortable, and that it interferes with his/her work or learning.
- 2) A student or staff member who wishes to make a complaint (hereinafter referred to as the complainant) may feel that he/she could directly approach the individual allegedly harassing him/her (hereinafter referred to as the subject of the complaint), with a view to resolving it.
- 3) If however the complainant feels that he/she cannot directly approach the person allegedly engaging in the unprovoked conduct, he/she should ask a contact person to do so on his/her behalf. This could be the Counsellor, Chaplain, Head of School, or Head of Department, or Programme Chair. The contact person should approach the alleged perpetrator in a confidential, non-confrontational manner to try to resolve the complaint.
- 4) If the harassment complained of does not cease, or if in the first instance it is of such a nature that the complainant (following discussion with a designated person) considers that it should be reported, the matter should proceed to stage 2.

## 8.5 FORMAL PROCEDURES: STAGE 2

- a) If the informal procedure is inappropriate or is not successful, the complainant should make a formal complaint in writing to his/her Head of Department.
- b) A copy of the formal complaint should be given to the alleged perpetrator by the Head of Department and a response requested within fourteen days.
- c) The initial complaint and response should be considered by the Head of Department, who should make every effort to resolve the complaint by mediation. If this is unsuccessful the complaint should be investigated.
- d) GMIT will make every effort to ensure complete confidentiality by everyone involved while the complaint is being investigated.
- e) The complaint should then be investigated by two people (a man and a woman appointed by the Institute).
- f) The two investigators should meet the complainant and the alleged perpetrator and any witnesses or other persons deemed appropriate on a confidential basis to try to establish the facts about the allegation.
- g) The investigation should be completed as soon as possible within an agreed timeframe.
- h) The draft report should be given to both parties for their comments before it is finalised.
- i) The final report should be given to management, with a copy sent to the complainant and the alleged perpetrator.
- j) The investigating officers may:
  - Indicate whether or not the matter has been resolved to the satisfaction of all parties.
  - Uphold the complaint on the basis of the available evidence.
  - Deem the complaint to be unfounded.

Notification to both parties shall include reference to the right of either party to appeal the decision.
- k) Where the investigating officers deem a complaint to be invalid or to be unfounded and malicious, they shall furnish a report to Head of Department or Head of School. This report can include a recommendation that the Institute considers disciplinary sanctions.

## 8.6 RIGHT OF APPEAL

Each party has the right of appeal.

An appeal shall be sent to the Registrar within 14 days of the issue of findings.

He/she shall appoint five members of the Academic Council to hear the appeal.

## 8.7 ACTION IN RELATION TO FINDINGS

If the investigators find that harassment has occurred, management can adopt one of the following actions:

- 1) If the investigators deem the harassment to be of a minor nature and unlikely to recur, a manager will speak with the offender and point out the unacceptability of the conduct involved and the policy of the Institute in relation to bullying and harassment. This may involve counselling and/or mentoring.
- 2) If the investigators deem the harassment to be of a serious nature, or is likely to recur, the report shall be presented to the Registrar, who shall deal with it as a disciplinary matter under this Code of Conduct if the alleged offender is a student, or notify the Human Resource Manager if the alleged perpetrator is a staff member, in which case it will be dealt with under the GMIT Disciplinary Procedures. Any decisions of the Disciplinary Committee can be appealed to the Governing Body Appeals Committee. A decision of the Governing Body Appeals Committee can be referred for External Appeal (see 8.4).
- 3) It is the responsibility of the Institute to ensure that there is no victimisation of the complainant.

## GRIEVANCE PROCEDURES

### 8.8 POLICY

GMIT is committed to providing a working and learning environment based on equality of opportunity and respect for the dignity of all its students and staff.

If a student has a grievance and wishes to pursue it through the grievance procedure that follows, he/she will be protected from any victimisation resulting from the grievance.

If a student is unsure at any stage of the procedure about who to consult, advice can be sought from the Students' Union, a Head of Department or a Head of School, or a Programme Co-ordinator or Student Counsellor. These procedures apply in respect of a student's grievance against another student or staff member, or a staff member against a student. In general, the GMIT policy on grievances is to encourage the parties involved to resolve problems and grievances in a prompt and amicable manner.

### 8.9 PRINCIPLES

The procedures outlined below are established with the aim, where possible, of resolving grievances informally and through discussion between those individuals who are immediately concerned with the matter. The Institute recognises, however, that some issues cannot be resolved by informal means alone and may require the intervention of outside parties. The formal procedure is available to students and staff should the informal pursuit of a grievance a School/Department level prove unsatisfactory. The Institute believes that an open, fair, and accessible problem solving procedure is in

everybody's interests and that its existence encourages the prompt resolution of problems near the point of origin. Those about whom grievance are raised have a right to know what is being claimed and who is invoking the procedure. At any stage of this procedure the student or staff member may wish to be supported by an accompanying person. Staff involved in handling the various stages of a particular grievance are obliged to ensure that such a problem does not influence the assessment of the student's academic work or the way in which he or she is treated.

There are two stages for dealing with cases of alleged bullying or harassment:

- Informal Procedures
- Formal Procedures.

### **8.10 INFORMAL PROCEDURE: STAGE 1**

- 1) A student or staff member with a grievance (hereinafter referred to as the complainant) may directly approach the other individual (hereinafter referred to as the subject of the grievance) with a view to resolving it.
- 2) If however the complainant feels that he/she cannot directly approach the other person, he/she should ask a contact person to do so on his/her behalf. This could be the Counsellor, Head of School, or Head of Department. The contact person should approach the subject of the grievance in a confidential, non-confrontational manner to try to resolve the grievance.
- 3) If this does not succeed, the grievance should be brought to the attention of the appropriate line manager who is expected to make every effort to resolve the grievance by discussion and, if necessary, mediation with both parties.

### **8.11 FORMAL PROCEDURES: STAGE 2**

- a) If the informal procedure is inappropriate or is not successful, the complainant should make a formal grievance in writing to his/her Head of Department.
- b) A copy of the formal grievance should be given to the respondent by the Head of Department and a response requested within fourteen days.
- c) The initial grievance and response should be considered by the Head of Department, who should make every effort to resolve the grievance by mediation. If this is unsuccessful the grievance should be investigated.
- d) GMIT will make every effort to ensure complete confidentiality by everyone involved while the grievance is being investigated.
- e) The grievance should then be investigated by two people (a man and a woman appointed by the Institute).
- f) The two investigators should meet the complainant and the respondent and any witnesses or other persons deemed appropriate on a confidential basis to try to establish the facts about the allegation.

- g) The investigation should be completed as soon as possible within an agreed timeframe.
- h) The draft report should be given to both parties for their comments before it is finalised.
- i) The final report should be given to management, with a copy sent to the complainant and the respondent.
- j) The investigating officers may:
  - Indicate whether or not the matter has been resolved to the satisfaction of all parties.
  - Uphold the grievance on the basis of the available evidence.
  - Deem the grievance to be unfounded.

Notification to both parties shall include reference to the right of either party to appeal the decision.
- k) Where the investigating officers deem a grievance to be invalid or to be unfounded and malicious, they shall furnish a report to Head of Department or Head of School. This report can include a recommendation that the Institute considers disciplinary sanctions.

### 8.12 RIGHT OF APPEAL

Each party has the right of appeal.

An appeal shall be sent to the Registrar within 14 days of the issue of findings.

He/she shall appoint five members of the Academic Council to hear the appeal.

### 8.13 ACTION IN RELATION TO FINDINGS

If the investigators find in favour of the complainant, management can adopt one of the following actions:

- 1) If the investigators deem the grievance to be of a minor nature and unlikely to recur, a manager will speak with the offender and point out the unacceptability of the conduct involved. This may involve counselling and/or mentoring.
- 2) If the investigators deem the grievance to be of a serious nature, or is likely to recur, the report shall be presented to the Registrar, who shall deal with it as a disciplinary matter under this Code of Conduct if the alleged offender is a student, or notify the Human Resource Manager if the person is a staff member, in which case it will be dealt with under the GMIT Disciplinary Procedures. Any decisions of the Disciplinary Committee can be appealed to the Governing Body Appeals Committee. A decision of the Governing Body Appeals Committee can be referred for External Appeal (see 8.4).
- 3) It is the responsibility of the Institute to ensure that there is no victimisation of the complainant.

# APPENDIX 9 EQUALITY POLICY FOR STUDENTS

## 1.0 STATEMENT OF POLICY

### 1.1

Galway-Mayo Institute of Technology (GMIT) is committed to the provision of equality of opportunity and is opposed to all forms of unlawful and unfair discrimination. Our policy is designed to ensure that Institute procedures and practices operate in a manner that is consistent with this commitment to equality of opportunity and do not discriminate against individuals on the following grounds: gender, marital status, family status, sexual orientation, religion, age, disability, race or membership of the traveller community. Discrimination is defined as:

the treatment of a person in a less favourable way than another person is, has been, or would be treated in a comparable situation on any of the nine grounds.

The Institute recognises that special initiatives to promote equality are required, within available resources, to facilitate access by economically or socially disadvantaged persons, by persons who have a disability, and by persons from sections of society significantly under-represented in the student body. The Institute also welcomes applications from citizens of countries outside the EU, but they are subject to special requirements and fees (see 7).

## 2.0 AIM AND OBJECTIVES

### 2.1 Aim

The aim of this policy is to promote equality of opportunity for all students of GMIT.

### 2.2 Specific Objectives

- To ensure that all applicants for student places are considered fairly and without unlawful discrimination.
- To ensure that there is no discrimination in access by any student to any facility or benefit of the Institute or in any other term or condition of participation.
- To create a working and learning environment in which all students are treated with respect and dignity.
- In its efforts to promote equality of opportunity, GMIT will take positive initiatives, within available resources, to facilitate access to education in the Institute by economically or socially disadvantaged persons, by persons who have a disability and by persons from sections of society significantly under-represented in the student body. This includes:

- a) Reserved places for some applicants under the above categories,
- b) Special criteria for the admission of mature students,
- c) The allocation of places for student exchanges in a manner deemed appropriate,

Note: All routes to special admission procedures will be published in the GMIT prospectus and on its webpage.

## 3.0 RESPONSIBILITY

### 3.1

Every member of GMIT has a responsibility to abide by the policy and contribute to its effective implementation. Those in managerial and supervisory roles have a particular responsibility to ensure the implementation of this policy.

## 4.0 IMPLEMENTATION

### 4.1

To ensure implementation of this policy, GMIT will:

- Communicate the policy to all members of the Institute,
- Provide briefing and awareness sessions for all students and through all relevant literature and publications.

## 5.0 DIGNITY AND RESPECT AT WORK/STUDY

### 5.1

GMIT is committed to creating an environment where all individuals are treated with respect and dignity as well as encouraged to develop their potential. All individuals have the right to work and study in an environment that is free of harassment (including sexual harassment) and bullying as such behaviour is totally unacceptable to the Institute. Harassment and bullying detract from a productive working and learning environment and can affect the health, confidence, morale and performance of those subjected to it.

## 6.0 MONITORING AND REVIEW

### 6.1

The Office of Academic Affairs will review the operation of this policy on an annual basis and take remedial action if required.

## 7.0 NON-EUROPEAN UNION (EU) STUDENTS

### 7.1

In pursuit of our mission to provide access and educational opportunities to as broad a population as possible, GMIT welcomes applications from non-EU students. They are processed through the International Office. The applications are considered on their academic merit and the decision to make offers is delegated to the relevant School, as is the case with all non-standard applicants. Non-EU applicants must produce evidence that they have a satisfactory standard of English. If they do not have the requisite standard they are recommended to enroll on the International Foundation programme. They must also satisfy the visa requirements as specified by the Department of Justice, Equality and Law Reform. As EU applicants heavily oversubscribe some programmes, a list of programmes available to non-EU applicants is published annually on the Institute website. Such students are liable for EU 'economic' fees which are established every year by the Governing Body. Such students do not qualify for Department of Education and Science fees or grants.

## 8.0 COMPLAINTS

### 8.1

Students who believe that they have suffered any form of discrimination are entitled to raise the matter through the defined grievance procedures as outlined in the Student Code of Conduct. All complaints will be dealt with seriously, promptly and confidentially.

## APPENDIX 10 STUDENT COMPLAINTS' PROCEDURE

### 1. INTRODUCTION AND SCOPE

#### 1.1 BACKGROUND

This Students Complaints Procedure gives effect to a decision of the Executive Board of the Galway-Mayo Institute of Technology to put in place procedure whereby registered students of the Institute, if unhappy with the quality of service provision, can raise their concerns in a timely, transparent and efficient manner. Procedures are necessary to ensure that complaints are dealt with in a fair and consistent manner and that they are handled in accordance with the principles of natural justice. This Procedure applies to all registered students of the Institute, individually or as groups, undertaking a programme of study operated by the Institute. This procedure does not cover Academic Reviews and Rechecks for which there is a separate procedure. ([www.gmit.ie/academic](http://www.gmit.ie/academic)).

#### 1.2

No student will be disadvantaged by availing of this Procedure in good faith. However the Institute expects that in raising possible issues of complaint, students themselves will have observed their obligations and responsibilities in keeping with the Student Code of Conduct. The Institute also expects that students will not engage in frivolous or vexatious complaints

A complaint is defined as a criticism or expression of dissatisfaction levelled by a student or students against a member of staff or against the programmes, services or facilities of the Institute. The following list indicates examples of the type of complaint covered by this procedure:

- Problems arising within the learning experience
- Deficiencies in information published by the Institute
- A failing in an Institute service, academic or non-academic
- Inadequate facilities
- Difficulties with a member of Institute staff.

#### 1.3

This Procedure does NOT cover the following matters for which separate procedures exist:

- A request for a review of a decision of an academic body (e.g. Progression and Award Board) regarding student progression, assessment and award. This is defined as a Review and is dealt with under the separate Review and Recheck Procedure
- Complaints against another student. Complaints of that type are dealt with under the Institute's Student Disciplinary Procedure
- Complaints of bullying or harassment. Complaints of that type are dealt with under the Institute's Anti-bullying and Harassment Policy.

#### 1.4

The intention is that most problems will be dealt with locally and informally, in a spirit of conciliation. Thus a formal complaint should not normally be made unless Stage 1 – Internal Resolution has failed.

#### 1.5

Any person involved in a complaint has the right to be accompanied and represented by a person of his/her choice from within the Institute community or by a student/trade union representative at every relevant stage of the procedure.

#### 1.6

The Procedure is intended to produce a speedy and efficient resolution. The aim is to prevent unnecessary delay, whilst ensuring a full and fair assessment of the particular circumstances of any individual complaint.

#### 1.7

Complaints provide an important source of feedback on the performance of the Institute's services and members. Accordingly the Institute will monitor the registration of complaints and the progress towards resolution. The Registrar will include a section on complaints in his/her annual report to the Academic Council to ensure complaint trends are monitored and that relevant quality issues are identified and addressed. Information that would identify any of the parties involved will not be included in this report.

#### 1.8

All complaints must be made within 7 days of the occurrence of the event complained of unless exceptional circumstances prevented the making of the complaint within that 7 day period, in which case a complaint must be made within 28 days of the date.

#### 1.9

The Procedure is based on the principles of natural justice. Consequently anonymous complaints will not be entertained.

## 2. STAGE I – INFORMAL RESOLUTION

### 2.1

Students who wish to make a complaint have the right to do so. Complaints of the type listed in 1.4 will NOT be dealt with using this procedure.

### 2.2

The student should first try to address the issue with the person complained of or with the immediate manager/supervisor of the service/event complained of.

### 2.3

Stage I will generally be an oral, informal process, which will be recorded, though not formally, and retained in the respective school/administration unit. Members involved will be encouraged to share their experience of the process to the benefit of their School/Department.

### 2.4

If the complaint is not resolved locally and informally then Stage II of the procedure, outlined below, should be followed.

### 2.5

If, after or during, the informal resolution stage, the matter which has given rise to the complaint persists, and the complainant continues to be dissatisfied or if it is not appropriate to address the matter informally, Stage 2 - Formal Resolution should be invoked.

## STAGE II – FORMAL RESOLUTION

### 3.1

There may be occasions where Stage I is inappropriate and/or a more formal approach is necessary.

### 3.2

At this point the student, or group of students, should complete a Complaint Form (Appendix 11: Form SCP), which can be obtained from the School Office or the Student Union. Where a complaint is progressed to Stage II by a group of students, it is essential that the completed complaint form contains the names and details of all complainants. The completed Complaint Form should be forwarded to the student's Head of School. The Complaint should be specific and comprehensively documented. The Complaint Form must detail the complainant(s) name(s) and contact details, any relevant documentation, and

dates, locations and witnesses as appropriate, and must be signed by the complainant, (or all the complainants, where there is a group complaint). Any previous efforts to resolve the matter should also be specified.

### **3.3**

Where the Head of School is the subject of the complaint, the complaint form should be forwarded to the Registrar. The Registrar will nominate an appropriate manager within the Institute to deal with the complaint consistent with this Procedure.

### **3.4**

The Head of School (or Registrar's nominee) will acknowledge receipt of the complaint within five working days. It is the Institute's aim that all complaints under Stage II will be decided upon within 10 working days, of the date of acknowledgement of the complaint form.

### **3.5**

The Head of School (or Registrar's nominee) will inform the person who is the subject of the complaint or responsible for the matter/event complained of (the respondent) and provide that person with a copy of the complaint, and explain to them the operation of the Procedure.

### **3.6**

The Head of School (or Registrar's nominee) will arrange to meet with the complainant(s) to discuss the complaint, and explain the operation of the Procedure. The Head of School will make a written record of the meeting.

### **3.7**

The Head of the School/Registrar's nominee may invite the complainant(s) and the respondent to engage in a process of confidential and without prejudice mediation as an alternative to investigation and, if both parties agree to mediation, the operation of Stage II will be suspended for the duration of the mediation. If any such mediation fails the Stage II process will resume.

### **3.8**

If mediation does not occur or fails, the Head of School (or Registrar's nominee) will hold a meeting with the respondent, and may also meet any material witnesses. The Head of School (or Registrar's nominee) will make a written record of the meeting(s). The Head of School (or Registrar's nominee) will notify the complainant(s) and the respondent in writing of his/her decision on the complaint and the reasons for the decision. Where the decision includes consequent action or recommendations, the Head of School (or Registrar's nominee) shall notify the appropriate person(s) or committee, internal or external to the School, without undue delay.

## STAGE III – EXECUTIVE REVIEW

### 4.1

Either party (the complainant or the respondent, if dissatisfied with the outcome of Stage II) may write to the Registrar, outlining their dissatisfaction.

### 4.2

The Head of School (or the Registrar's nominee), will be asked to submit the complaint to the Registrar, the evidence considered at Stage II and the Head of School's (Registrar's nominee's) report on the complaint.

### 4.3

The Registrar will forward the complaint and the accompanying information to two members of the Executive Board (nominated by the Registrar) for their consideration. The Registrar's nominees will examine the material and may seek further information from the complainant(s) to clarify matters concerning the complaint. They may decide, in their opinion the evidence justifies it, to uphold (or not to do so) a complaint without proceeding further with the complaint process.

### 4.4

The Registrar's nominees will otherwise interview separately, the student and the respondent and any appropriate witnesses.

### 4.5

The Registrar's nominees will agree a written record of these meetings.

### 4.6

The Institute will aim to complete this stage of the complaints procedure within 5 working days. The parties to the complaint will be informed if delays are expected.

### 4.7

The Registrar will notify both parties in writing of the decision / recommendations reached at this stage of the procedure and the reasons for it, together with any recommended consequent action.

### 4.8

The Registrar shall notify the appropriate person(s) or committee without undue delay concerning changes recommended or required as a consequence of the complaint.

## STAGE IV - APPEAL

### 5.1

Either party may appeal the outcome of Stage III within 5 working days of receipt/knowledge of the decision. The relevant party must confirm the wish to appeal in writing to the Secretary, Governing Body.

### 5.2

The Institute will then establish a Complaints Committee who will deal with this appeal.

### 5.3

The Complaints Committee will receive and consider the documentation so far generated with reference to the complaint.

### 5.4

The Complaints Committee will consider the way in which the complaint has been handled at any previous stage of the procedure and/or to reconsider the appropriateness of the result of the previous stage of the procedure. However, the hearing will not be conducted as an alternative to any part of the disciplinary procedures which apply to members of staff.

### 5.5

The Secretary, Governing Body will inform both parties, in writing, of the decision of the Complaints Committee and the reasons for the decision.

### 5.6

If the Complaints Committee decides that certain actions have to be taken as a consequence of the complaint or appeal, the President will nominate an individual to monitor such actions.

### 5.7

Where either of the parties dispute the decision arrived at 5.5 above, then under the provisions of the Institutes of Technology Act 2006, Section 21 E(3), the Institute's Governing Body will provide for consideration of the issues in dispute by an independent person, or persons, as appropriate.

## APPENDIX 11 - FORM SCP

A student completing the Student Complaint Form should consult the Student Complaints Procedure ([www.gmit.ie/academic](http://www.gmit.ie/academic)). This form should only be completed by students who wish to pursue a complaint beyond stage I of the Institute’s Student Complaints Procedure.

### STUDENT’S DETAILS

Name: \_\_\_\_\_ Student Number: \_\_\_\_\_

School/Department: \_\_\_\_\_

Course: \_\_\_\_\_

Year: \_\_\_\_\_

Student’s Contact Details \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Email \_\_\_\_\_

Phone: \_\_\_\_\_

The complaint should be specific and well documented and include dates, locations and witnesses as appropriate. Before proceeding to outline the complaint, please indicate with a tick (✓) below the category of complaint, from the list provided below:

Academic	<input type="checkbox"/>
Administration	<input type="checkbox"/>
Facilities	<input type="checkbox"/>
Library	<input type="checkbox"/>
Other	<input type="checkbox"/>



Please set out previous efforts to resolve the matter

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How would you like the complaint resolved? What outcome are you seeking?

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Signed: .....

Date: .....

The completed Complaint Form should be returned to your Head of School.



# GMT

GALWAY - MAYO INSTITUTE OF TECHNOLOGY  
INSTITIÚID TEICNEOLAÍOCHTA NA GAILLIMHE-MAIGH EO

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