



Trinity  
College  
Dublin

The University of Dublin

# TRINITY COLLEGE DUBLIN & TCD STUDENTS' UNION **STUDENT PARTNERSHIP POLICY**



# Contents

<b>Contents</b> .....	<b>2</b>
<b>Trinity College Dublin &amp; Trinity College Dublin Student Unions'</b> .....	<b>3</b>
<b>Student Partnership Agreement Policy</b> .....	<b>3</b>
Purpose of this partnership.....	3
What is partnership?.....	4
Scope.....	4
Roles and Responsibilities.....	5
Implementation.....	5
Partnership Review.....	5
Related Documentation and useful reference points.....	5
Contact details.....	6
Version Control.....	6
Enhancement of working in Partnership.....	6
<b>PART A: Student Engagement and Representation</b> .....	<b>7</b>
<i>Section A: Formal Student Representation</i> .....	7
Other opportunities for providing representation and feedback through Student Self Representation.....	10
<i>Section B: Partnership Theme and Associated Projects for 2024/25</i> .....	11
<i>Section C: Partnership Expectations between the Students and Staff in Trinity</i> .....	12
Chapter 1 – Introduction.....	12
Chapter 2 - TCD's Commitments.....	12
2.1 TCD's Commitment to Excellence and Academic Integrity.....	12
2.2 TCD's Commitment to Prospective Students and New Entrants.....	13
2.3 TCD's Commitment to Alumni.....	14
Chapter 3 – Teaching and Learning.....	15
Chapter 4 – Assessment.....	16
Chapter 5 – Student Services.....	18
Chapter 6 – Capitation Bodies.....	25
Students' Union.....	25
Central Societies Committee (CSC).....	26
Trinity Publications.....	26
Trinity Sports' Union.....	27
Chapter 7 – Resolution of Issues.....	27
Chapter 8 – Code of Conduct Procedures.....	28

# Trinity College Dublin & Trinity College Dublin Student Unions'

## Student Partnership Agreement Policy

### Purpose of this partnership

This Agreement reinforces the joint commitment of the University and TCDSU to developing and supporting effective student partnership, engagement, and representation.

The purpose of the Partnership Agreement is to demonstrate and highlight the working relationship between the respective bodies of Trinity College Dublin, the University of Dublin<sup>1</sup> (hereinafter referred to as Trinity College Dublin) and Trinity College Dublin Students' Union regarding student representation, involvement in the democratic process, and the active work done to improve the student experience.

It does not replace other binding strategic documents and further reinforces the obligation of student representation on relevant committees as stipulated by the Universities Act 1997; rather it is intended as a concise and user-friendly document to make students and staff aware of agreed areas for partnership enhancement and focus.

We believe that this Partnership Agreement is an important statement of our commitment to further developing as a University community within which we

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<sup>1</sup> inclusive of all locations - TCD Main Campus, TCD Centre St. James's Hospital, TCD Centre Tallaght Hospital, TCD Dental Hospital, TCD School of Midwifery and Nursing - D'Olier St.

(both students and staff) all have a role and a function to perform and where we all have rights and responsibilities.

### What is partnership?

Partnership describes best the enthusiastic, dynamic and dependent relationship that exists between staff and students in the University community.

This partnership agreement recognises that all members of the University community, including both staff and students, have legitimate, though sometimes different, perceptions and experiences. The University and the TCDSU value the diversity of the student population and are committed to ensuring all students have a sense of belonging to the University. The use of the term partnership reflects a mature relationship based on mutual respect between students and staff.

Trinity College Dublin and TCDSU are committed to upholding the following values to ensure that students are equal partners in the college environment.

- Democracy
- Inclusivity
- Diversity
- Transparency
- Mutual respect and support
- Academic integrity and Collegiality
- Consistency

These values can be demonstrated in the classroom, in committees and broader college life as students act and are respected in their role as core stakeholders and

co-creators in the TCD community. This can be seen in the mechanisms outlined in Part A Section A and Part A Section C.

### Scope

This Partnership Agreement applies to:

- o All students in the institution
- o All academic and professional staff employed in the institution

### Roles and Responsibilities

The Vice Provost/Chief Academic Officer is the Primary Academic Sponsor of the Project. The Education Officer of TCDSU will be the student champion.

The document is signed also by the Provost and the President of the Trinity Student Union who will endorse it.

### Implementation

An annual Partnership plan will be produced by all stakeholders annually as outlined in Part B of this document and it will be published and promoted on all stakeholder websites.

### Partnership Review

This policy will be co-owned by TCDSU Council, Academic Senate, Undergraduate Studies Committee, Graduate Studies Committee & Student Life Committee. An annual report will be presented to Student Life and Council in May of each Academic year. Sections A, B and C of this document will be reviewed on an annual basis.

## Related Documentation and useful reference points

- Universities Act 1997
- HEA Act 2022
- Trinity College Dublin (Charter and Letters Patent Amendment Act) 2000
- Trinity Strategic Plan 2014-2019
- TCDSU Strategic Plan 2014-2017
- HEA Policy on Student Engagement
- QQI Standards
- HEA System Performance Framework
- TCDSU Memorandum of Agreement

## Contact details

Further information on the Trinity Student Partnership Agreement is available from:  
[education@tcdsu.org](mailto:education@tcdsu.org), or [Vice.Provost@tcd.ie](mailto:Vice.Provost@tcd.ie)

## Version Control

V1 – February 2017

VX - March 2024

## Enhancement of working in Partnership

A key component of this agreement is a commitment between the University and the Students' Union to work collaboratively in addressing student feedback.

The University and the Students' Union are committed to the ongoing development of this Partnership Agreement which will be reviewed jointly on an annual basis.

Signed on behalf of the University

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Provost

.....

Vice-Provost/Chief Academic Officer

Signed on behalf of TCDSU

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TCDSU President

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TCDSU Education Officer

EDU DRAFT DOC

## PART A: Student Engagement and Representation

### Section A: Formal Student Representation

The University is committed to involving students in decision-making processes as bound by the Universities Act, as well as QQI standards. All students (undergraduate and postgraduate) are automatically members of TCDSU and are members of the University. TCDSU primarily exists to be an advocate for the diverse student population by representing their rights, needs and opinions. The University and the Students' Union work closely together to ensure that students are represented on all University committees and are supported and trained to fulfil their roles.

#### Rights and Responsibilities of TCDSU regarding formal student representation:

Right	Responsibility
The ability to stand for election to become a Sabbatical Officer of the Union, a Part Time Officer, or a student member of a principal TCD committee as outlined in Schedule 6 of TCDSU's constitution.	<ul style="list-style-type: none"><li>● To elect these representatives in a free and fair manner.</li><li>● To have these reps made known to the relevant members of the committees.</li><li>● To provide relevant training and support to these representatives.</li><li>● For these reps to attend Council and other relevant Union body meetings so they don't lose their democratic mandate.</li></ul>
The ability to stand for election as a School Convenor to represent students in the decision making processes of School Executive Committees and at other meetings with staff including School Curriculum Committee Meetings and Student Staff Liaison Committee	<ul style="list-style-type: none"><li>● To elect these representatives in a free and fair manner.</li><li>● To have these reps made known to the relevant members of the committees.</li><li>● To provide relevant training and support to these representatives.</li></ul>



<p>Meetings.</p>	<ul style="list-style-type: none"><li>• For these reps to attend Council and other relevant Union body meetings so they don't lose their democratic mandate.</li></ul>
<p>The ability to stand for election to become a class representative in line with Schedule 1 of TCDSU's constitution.</p>	<ul style="list-style-type: none"><li>• To have an updated and functional Schedule 1 to be as representative as possible for the Union.</li><li>• To have these reps made known to the relevant members of the committees.</li><li>• To provide relevant training and support to these representatives.</li><li>• For these reps to attend Council and other relevant Union body meetings so they don't lose their democratic mandate.</li></ul>
<p>The ability to access the relevant student data for the efficient running of elections and contacting our members via a regular data sharing agreement provided by TCD</p>	<ul style="list-style-type: none"><li>• To report any potential breaches of data protection regulations to the TCDSU Data Protection Officer (Communications and Marketing Officer) and the TCD Data Protection Officer if required.</li><li>• To manage all student data with due respect and responsibility that is agreed upon between the TCD Data Protection Officer and all TCDSU representatives entrusted with Data.</li><li>• To contact IT Services with the relevant data to ensure that all members of TCDSU who are entitled to the use of mailing lists (as outlined in Schedule 6) is provided.</li></ul>

Rights and Responsibilities of TCD regarding formal student representation:

Rights	Responsibilities
<p>The ability to have a Class Representative that engages with lecturers, module coordinators, course coordinators, school administrators and other staff members in a respectful and constructive manner.</p>	<ul style="list-style-type: none"> <li>● To encourage students to run for election, vote in elections, or should the class representative election period pass to encourage students to directly contact the Education Officer with a valid seconder to formally ratify their position as class representative.</li> <li>● To report all and any representatives elected or appointed without the knowledge of the Electoral Commission to the Education Officer and TCDSU Electoral Commission.</li> <li>● To include other members of the Union in on discussions should the Class Representative require further support.</li> <li>● To be respectful of the role of Class Representative and their input into projects.</li> </ul>
<p>The ability to have a convenor that engages with lecturers, module coordinators, course coordinators, school administrators and other staff members in a respectful and constructive manner.</p> <p>The ability to have a convenor that attends as many mandatory meetings as possible for effective student input.</p>	<ul style="list-style-type: none"> <li>● To encourage students to run for election, vote in elections, or should the election period pass to encourage students to directly contact the Education Officer and the relevant Faculty Convenor with a valid seconder to formally begin the process of running for Convenor.</li> <li>● To include other members of the Union in on discussions should</li> </ul>

	<p>the Convenor require further support.</p> <ul style="list-style-type: none"> <li>• To be respectful of the role of School or Faculty Convenor and their input into projects.</li> <li>• To invite the respective student representatives to the relevant committees upon receiving the contact information of the representatives.</li> </ul>
<p>The ability to have Part Time Officers that engage with all relevant staff, departments and committees of which they are appointed to engage with.</p> <p>The ability to have Part Time Officers that attends as many mandatory meetings as possible for effective student input.</p>	<ul style="list-style-type: none"> <li>• To encourage students to run for election, to vote in relevant elections and to be informed of the candidates running at last Council of every Academic Year.</li> <li>• To invite the respective Part Time Officers to the relevant committees upon receiving the contact information of the representatives.</li> <li>• To be respectful of the role of Part Time Officer and their input into projects.</li> </ul>
<p>The ability to have Sabbatical Officers that engage with all relevant staff, departments and committees of which they are appointed to engage with.</p> <p>The ability to have Sabbatical Officers that attends as many mandatory meetings as possible for effective student input.</p>	<ul style="list-style-type: none"> <li>• To encourage students to run for election, to vote in relevant elections and to be informed of the candidates running.</li> <li>• To invite the respective Sabbatical Officers to the relevant committees upon receiving the contact information of the representatives.</li> <li>• To be respectful of the role of Sabbatical Officer and their input into projects.</li> </ul>
<p>The ability to have further</p>	<ul style="list-style-type: none"> <li>• To encourage students to run for</li> </ul>

<p>representation which upholds College Statutes in line with excess representation needs such as on committees.</p> <p>The ability to have a Student Representative that attends as many mandatory meetings as possible for effective student input.</p>	<p>election, to vote in relevant elections and to be informed of the candidates running.</p> <ul style="list-style-type: none"> <li>• To invite the respective student representatives to the relevant committees upon receiving the contact information of the representatives.</li> <li>• To be respectful of the role of student representative and their input into projects.</li> </ul>
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### Other opportunities for providing representation and feedback through Student Self Representation

Students are encouraged to engage in the process of self-representation just as much as collective representation through informal and formal mechanisms. All students should be respected as core participants in the construction of the collegiate environment in and outside of the classroom.

This can be exercised in TCD and TCDSU by:

TCD	TCDSU
<p>Giving honest, constructive feedback by partaking in student-staff liaison committee meetings, focus groups and professional accreditation reviews.</p>	<p>Sharing opinions with class reps, school convenors, faculty convenors and sabbatical officers through the various student union fora including Student Council, Faculty Assembly, Sabbatical Office Hours and Academic Senate.</p>

Giving honest, constructive feedback by partaking in module evaluation forms which will then be forwarded to the relevant DUTL/DPTL, Head of School, Academic Registry and the Quality Office for review and implementation.	Attending TCDSU Council and Faculty, Assemblies to voice all and any opinions or criticisms on the role of TCDSU representation or any other relevant issues.
Speaking directly with lecturing staff and administrative staff.	Contacting Part Time Officers for issue specific support.
Participation in Student Service Quality Reviews	Participation in TCDSU surveys, data collection and exercising your right to vote.

Section B: Partnership Theme and Associated Projects for 2024/25

## Section C: Partnership Expectations between the Students and Staff in Trinity

### Chapter 1 – Introduction

The following section outlines the core expectations that students can expect from Trinity and from TCDSU in all aspects of the college community and college procedure. It emphasises the reciprocal engagement between staff and students in the pursuit of excellence in teaching and learning, and in the successful creation of a comprehensive student experience, and as part of lifelong learning.

Queries relating to this arranged agreement should be addressed to the Students' Union, the Senior Tutors Office or the Senior Tutors Office.

This document should be actively engaged with by staff and students alike. Any aspect of this document may guide resource allocation in conjunction with student demands and needs. This is not a legal binding document. It is in conjunction with current best practice that forms the basis on the implementation of the understanding of different stakeholders in the partnership while offering opportunities for enhancement.

### Chapter 2 - TCD's Commitments

#### 2.1 TCD's Commitment to Excellence and Academic Integrity

Trinity College Dublin is committed to excellence in both research and teaching, to the enhancement of the learning experience for its students, to an inclusive university community with equality and access for all, and to the achievement of the graduate attributes – to think independently, to communicate effectively, to act responsibly, and to develop continuously through engagement with their academic curriculum as well as the co and extra curricula opportunities offered by the university community. This document is guided by other policies and best practice.

*Trinity students are assured:*

- An excellence in academic education through both depth and breadth of learning
- Universal access to all the opportunities and supports that the university has to offer
- Access to excellent research and research opportunities

- Guidance and support, both academic and personal, that commences upon entry and continues beyond graduation
- To be viewed as a key stakeholder in the University community and to have that role respected and engaged with to ensure the greatest possible academic and social experience
- To be treated with dignity and respect by all members of the University community.

*Trinity College Dublin is assured:*

- Your motivation for excellence in your programme of study as well as your honesty and academic integrity in achieving your degree or any associated research
- Engagement in the University community through academic and co/extra-curricular opportunities
- Cooperation with the rules and regulations of the University as well as the commitment to engage in informing ones' self of the relevant resources and policies such as familiarising yourself with your Course Handbook and the College Calendar.<sup>2</sup>
- Commitment to treating all members of the University community with dignity and respect

## 2.2 TCD's Commitment to Prospective Students and New Entrants

### **Prospective Students**

Trinity College Dublin is committed to attracting students from diverse backgrounds. Through its access programmes (such as the Trinity Access Programme [TAP], the Northern Ireland Feasibility Programme, the TCD Disability Service, and the Global Relations International Foundation Programme) the University facilitates admission for non-traditional students. The University attempts to make the application process as transparent as possible.

*Prospective Trinity students are assured:*

- An accurate accessible prospectus will be readily available
- Easy access to detailed online information pertaining to your prospective courses(s)
- Easy access to detailed information about student support services
- Easy access to detailed information about the capitated bodies in Trinity College Dublin
- Responses to queries about any aspect of coming to TCD from relevant services within 5 working days

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<sup>2</sup> <https://www.tcd.ie/calendar/>

*Trinity College Dublin is assured:*

- Compliance with the procedures, requirements and timeframes of the application process
- Provision of all relevant information to the services involved in processing applications
- Notification of any information that requires updating via contacting the relevant administration office
- Disclosure of any information that the university might need to ensure relevant support for you throughout your academic career
- Response to communications from the University within reasonable, specified timeframes

### **New Entrants**

Trinity College Dublin will ensure all entrants are provided with the information and support necessary to ensure a successful commencement of studies in the University and in Dublin.

*New Trinity entrants are assured:*

- Receipt of an orientation pack containing information about the University, the Students' Union, clubs and societies before the beginning of the Academic Year.
- Receipt of information about immigration, accommodation, banking and social security procedures in Ireland, as well as how to access services including the TCDSU Accommodation Advisory Service and Financial Advisory Service within the Students' Union
- Organization of orientation sessions in Fresher's Weeks including: International Students' Orientation, Course/Faculty Specific Orientations, Academic Advice Orientation, Students' Union and Extracurricular Activity Orientation, Mentor-led inductions (undergraduate only), Disability Service Orientation, Mature Students Orientation and TAP Orientation.
- Provision of a course programme handbook encompassing information about assessment, recommended reading, detailed curriculum descriptions, the plagiarism policy, dignity and respect policy, and fitness to practice policy.
- Receipt of a copy of your course timetable on mytcd.ie in a timely manner
- Receipt of a universally accessible copy of this Partnership Agreement.
- Provision of a personal tutor or information about the Postgraduate Advisory Service



- Provision of an events calendar for society, club and TCDSU events

*Trinity College Dublin is assured:*

- Attendance at all orientation sessions relevant to you and active engagement with the material provided
- Compliance with requests for information necessary to register.
- Payment of any fees on time and in full, and notification to Academic Registry and/or your Tutor if you are in financial difficulty.
- Attendance at the meeting organized with your personal TCD tutor
- Proactivity in seeking any further information or help you think you need by accessing services or asking for advice from the Students' Union.

### 2.3 TCD's Commitment to Alumni

Trinity recognises the importance of their alumni as an integral part of maintaining the community and reputation of Trinity College Dublin.

*A Trinity alumnum is assured:*

- Contact from Trinity through the Alumni office
- Opportunities to engage in GradLink programmes
- Access to transcripts/references/information regarding your time in College
- Information to be communicated through the Trinity Foundation and Alumni office regarding relevant events and activities in the university

*Trinity College Dublin is assured:*

- Commitment to lifelong learning
- Maintaining communication with Trinity College Dublin
- Proactivity in using your achieved Graduate Attributes

## Chapter 3 – Teaching and Learning

Trinity College Dublin is committed to providing a teaching and learning experience that is of excellence, research-led and universally accessible. Teaching and Learning is a joint process requiring reciprocal feedback and partnership between staff and students for quality enhancement.

### **a) Taught programmes**

*Trinity Students will be provided with:*

- A teaching and learning environment that is student-centred, evidence based, inclusive, diverse, ethical and part of a lifelong learning process.
- A comprehensive transparent schedule of assignments and assessments
- An online learning environment that is universally accessible and includes details of course requirements, recommended reading, referencing styles, submission dates, staff contact details and lecture material
- Feedback on assignments in line with the Return of Coursework Policy, or provision of an alternative date with justified reasoning
- Opportunities for supervised research and corresponding access to the PG Advisory Service's Supervision Agreement
- Assistance in the provision of resources for academic learning
- Support to contribute to teaching and learning enhancement through various formal and informal feedback mechanisms
- An accountability amongst staff to deliver the course objectives appropriately
- Recognition and accreditation for own work
- Timely notification to changes in course structures and assessment

*Trinity College Dublin is :*

- Engagement in the teaching and learning processes
- Proactivity in seeking out information by asking lecturers or your class representative
- Engagement in quality assurance mechanisms and provision of feedback on the teaching and learning experience through mid-modular reviews, engagement with pilot studies, liaisons with class reps, academic senators and student-staff liaison committee meetings
- Behaviour of an appropriate manner in the teaching and learning environment which abides with TCD regulations
- Advancement of your field of study if involved in research
- Provision of evidence of completed work when meeting with your research supervisor
- Submission of coursework on the specified due dates, or permission requested for extensions through your tutor or course coordinator/supervisor in a timely manner.

## **b) Research Programmes**

*Trinity Students are assured:*

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*Trinity College Dublin is assured:*

- Engagement in the teaching and learning processes
- Engagement in quality assurance mechanisms
- Behaviour of an appropriate manner in the teaching and learning environment which abides with TCD regulations
- 

### **c) Other relevant committees and groups for review of academic practice**

#### Trinity Inclusive Curriculum Project

The Trinity Inclusive Curriculum Project (Trinity INC) is a department within TCD which drives for greater integration of the principles of the Universal Design for Learning as well as tackling the issue of decolonising the curriculum. They further have student partners and staff champions that coordinate on the furtherance of this goal throughout TCD.

#### Academic Integrity Steering Group

The Academic Integrity Steering Group (AISG) is a group which includes representatives from TCDSU (Education Officer), Academic Practice, Academic Registry and the Senior Lecturer which sets and creates policy for all of TCD on the issue of academic integrity. Contact the Senior Lecturer or the Education Officer for further information.

#### Undergraduate Common Architecture Governance Committee

This committee includes representatives from TCDSU (Education Officer and the Joint Honours Convenor), the ADUCA, members from the Joint Honours Office and relevant staff. They approve all modules and regulate the Joint Honours system within TCD.

#### Undergraduate Studies Committee

This committee includes representatives from TCDSU (Education Officer and a representative elected from TCDSU Council). The committee recommends policy that applies to all undergraduate students in TCD.

#### Trinity Elective Sub Group

This committee includes representatives from TCDSU (Education Officer), ADUCA, the Dean of Students and other relevant staff members. They approve all electives proposed to students within TCD.

#### Trinity Learnovate Steering Group

This committee includes representatives from TCDSU and from the broader college environment which is set to construct and understand what a Learning Lab would look like and how it could be implemented within TCD.

#### Trinity Legacies Review Working Group

This committee includes representatives from TCDSU (President and Welfare Officer) and relevant staff members. They are tasked with understanding the infrastructural colonial legacies of which TCD is built upon as well as the impact that has on curricula and recommending improvements to TCD.

#### TCDSU Education Committee

This committee only includes representatives from TCDSU elected at TCDSU Council and the committee informs and recommends policy to TCDSU Council as well as to the Education Officer in the pursuance of their duties.

## Chapter 4 – Assessment

At Trinity College, you may be assessed through continuous assessment, course work, attendance, lab work and formal examinations. The University will work for and with students to ensure a fair and equitable assessment system that reflects the work done by students during their course.

### **In General**

*Trinity Students are assured:*

- Information on how to find relevant details about assessment methods in your course provided in a timely manner
- Communication in advance regarding what you will be assessed on and when the assessment will take place
- Opportunities for discussion with staff about innovative assessment approaches in your course

- Communication of any changes being made to the way you're being assessed and advice on and support through this change.
- Opportunities for feedback on assessment performance with the relevant staff member
- Provision of reasonable accommodation for assessments and protection of information of LENS reports

*Trinity College Dublin is assured:*

- That you will ensure you understand how, when and where you're being assessed
- That you will ensure you understand the regulations concerning your assessment
- That you will make an effort to engage with all parts of your course assessment to the best of your ability
- That you will inform the University and your personal tutor or the relevant academic of any circumstances that might affect your academic performance
- That you will provide feedback on the assessment procedures when invited and propose alternatives if able
- That you will notify the university if you require reasonable accommodation during assessments

### **Continuous Assessment**

*Trinity Students are assured:*

- Provision of online information outlining the due dates of assignments and criteria for marking, as well as guidance and support from the lecturer

*Trinity College Dublin is assured:*

- Timely submission of assignments
- Completion of all work to the required standards
- Completion of a plagiarism tutorial on your VLE prior to submitting assignments
- Discussion of issues you have with the lecturer and/or module coordinator

### **Placement and Internships**

*Trinity Students are assured:*

- Communication 6 weeks prior to placement of their location and specialty
- Provision of compiled pre-placement information for specific off site location
- Support from Trinity and the SU if issues arise on placement

- Evaluation of the Clinical Learning Experience
- Recommendations on companies with available internships
- Recommendations on relevant trade Unions provided by individual schools
- Information to be provided to students on their rights and responsibilities as well as trade unions to join in their respective professions

*Trinity College Dublin is assured:*

- That you will ensure you understand the rules and regulations of the placement site
- That you will perform to the best of your ability during placement
- That you will behave in reputable manner as a representative to the university in off-site locations

## **Examinations**

*Trinity Students are assured:*

- Provision of information regarding the governance of exams, the locations and the times
- Permission to attempt at any exam once if it counts towards final grade
- Permission to attempt any exam twice in non-degree awarding years
- Permission to repeat in degree awarding years if specified in your course handbook
- Anonymously marked examinations
- Open, transparent communication in relation to the deadline for applications and the publication of results in the Supplemental period

*Trinity College Dublin is assured in:*

- Compliance with the rules and regulations associated with examinations
- Attempts at all examinations
- Notification to your personal tutor or course coordinator immediately if issues arise which may affect your ability to sit examinations

## **Results**

*Trinity Students are assured:*

- Publication of results in a timely manner
- Communication of feedback from your discipline regarding your results in line with the TCD Return of Coursework Policy

*Trinity College Dublin is assured:*

- Consultation with your tutor/postgraduate advisor/tutorial service or the Students' Union if you have any queries pertaining to your results

## **Appeals**

*Trinity Students are assured:*

- Information regarding suitability for an appeal to be made available by the tutor/tutorial service and the Students' Union
- Communication of a clear report on the outcome of your appeal
- The possibility of an Academic Appeal in accordance with Calendar regulations if you fit one of three grounds for the appeals
- Confidentiality in all aspects of your appeal
- Decision on outcome of appeal within 5 working days if an appeal is confirmed

*Trinity College Dublin is assured:*

- Provision of full and accurate information regarding the appeal and appropriate supporting documentation
- Respect of the confidentiality of the process

## **Chapter 5 – Student Services**

Trinity College Dublin will provide student support services and academic services to students during their academic career and will facilitate students' academic progress and the overall student experience.

### **In General**

*Trinity Students are assured:*

- Provision of services that are comprehensive, ethical, accessible, professional, confidential as appropriate and free at the point of entry as financed through the student contribution charge
- Opportunities to feedback on the services provided through the Student Advisory Groups
- Extensive coordination between Trinity's administrative, academic and support services

*Trinity College Dublin is assured:*

- Payment of fees in a timely fashion and/or an opportunity to discuss payment options
- Communication with the relevant services regarding appointments being made
- Regular updates to contact details

### **The Accommodation and Catering Service**

*Trinity Students are assured:*

- Accommodation that is conducive to an atmosphere of excellence, fairly allocated according to published criteria
- A catering service that provides competitively priced products and caters for diverse dietary requirements

### **Careers Advisory Service**

*Trinity Students are assured:*

- Regular accessible information on workshops and internships offered
- Consultations with members of the service
- Opportunities to access GradLink programmes

*Careers Advisory Service is assured:*

- Self-responsibility for the management of your career

### **The Chaplaincy**

*Trinity Students are assured:*

- A chaplaincy that is ecumenical in its work and witness and welcoming for all members of the college community (all faiths and none)
- Availability of chaplains to respond to questions and needs of religious, pastoral and spiritual needs
- Provision of welcome and hospitality
- Provision of regular religious and liturgical ritual within the college

*The Chaplaincy is assured in:*

- Respect of the religious and non-religious practice of the TCD community



## **College Health Service**

*Trinity Students are assured:*

- Provision of a timely, appointment-free service for urgent health issues twice a day (9am and 1pm)
- Communication of an out-of-hours emergency service provided through DubDoc
- Opportunities to attend Specialist clinics
- Complete confidentiality

*College Health Service is assured:*

- Attendance only when necessary
- Communication if appointment details have changed

## **College Day Nursery**

*Trinity Students are assured:*

- Provision of students' children to be given priority on waiting lists

*College Nursery is assured:*

- Collection of children at designated times

## **Trinity Disability Service**

*Trinity Students are assured:*

- Equitable access to courses, services, activities and facilities throughout Trinity.
- Reasonable and appropriate accommodations, academic adjustments, and/or additional services determined by a needs assessment and review and in accordance with the individual's certified disability/specific learning difficulty.
- Being treated with dignity and respect.
- The implementation of the Trinity College Code of Practice for Students with Disabilities.
- The continued existence of the Disability Service Ambassador Programme.

*Trinity College Dublin is assured:*

- Respect of the needs of students with disabilities
- Registration of any disabilities either upon entry or as soon as you become aware of the disability if you require any additional supports
- Request of examination accommodation before the examination deadlines

## **Mature Student Office**

*Trinity Students are assured:*

- Provision of an orientation programme specifically for mature students
- Provision of a Mature Student Resource Centre for individual and group study
- Provision of a Writing Resource Centre and Maths Help Room
- Reasonable and appropriate advocacy and support for your time in College

*Trinity College Dublin is assured:*

- Respect of the diversity of the mature student cohort

## **Trinity Access Programmes**

*Trinity Students are assured in:*

- Equitable access to courses, services, activities and facilities throughout Trinity.
- Access to a TAP Advisor to assist with confidential advice, guidance and support
- Access to a post-entry progression supports to include an orientation programme, personal and academic support and financial assistance, when resources allow
- Opportunity to become a TAP Ambassador
- Being treated with dignity and respect.

*Trinity College is assured in:*

- Respect in the diversity of the TAP student cohort

## **IT Services**

*Trinity Students are assured:*

- Provision of IT services & facilities that are comprehensive and facilitate achievements in teaching and learning and research
- Provision of Jargon free communications and accurate and up to date information regarding all the IT services that are available for students
- An IT Service Desk with multiple contact routes (Phone, Email, Walk-in & Web Portal access) with knowledgeable staff who will address all enquiries within agreed Service Levels in a friendly and professional manner
- Listen to and value your feedback and we will offer routes for student feedback, including comments, general complaints and compliments, to assist IT Services in constantly improving services
- The IT Services User Group will be maintained as a means of formal liaison with students

*Trinity College is assured:*

- Let us know if IT Services do not reach the standards that you expect and the nominated representatives will attend the IT Services User Group regularly
- Provide the IT Service Desk with clear information about your service request or problem
- Be patient and understand that sometimes serious incidents need to take priority
- Be respectful in your interactions with IT Services staff and be mindful of the rights of fellow students and staff when using IT services
- Use IT services in accordance with terms of use, licensing agreements and the IT Usage Policy
- Setup your Trinity computer account as soon as you receive the notification and set a strong password of your own choosing, that you do not share or divulge to anyone. Keep your Trinity Computer Account username and password details safe.
- As you will receive official Trinity communications at your Trinity email address check it regularly

## **Sports**

*Trinity Students are assured:*

- Provision of sports facilities and supports that are comprehensive and facilitate achievement for all levels of physical activity
- Provision of sports facilities and supports that will cater for the diverse recreational needs of the community
- Full access of the University sport facilities as per the agreed sport levy charge

*Sports is assured:*

- Attendance at training and inductions where appropriate and following the instructions of sports staff
- Representing the University in Good Faith and not bringing the University reputation into disrepute when competing

### **Trinity Student Counselling, Student Learning Development and Student 2 Student Services**

The purpose of the Trinity Student Counselling, Learning Development and Student 2 Student Services is to empower students to develop the personal, interpersonal and academic skills necessary for university and life after graduation. The Services work together and collaborate with other schools and services in support of the University's Strategic Plan, to assist students in their transitions, progression and development of graduate skills and attributes, and to enhance their Trinity experience.

#### **Student Counselling:**

*Trinity Students are assured:*

- Access to highly qualified, professional mental health expertise from a diverse, dedicated team of student counsellors
- Confidential assessments through drop in or booked appointment, as soon as possible following request
- Based on needs assessment the provision of the following services as appropriate
- Online resources & programmes,
- Drop in groups & workshops
- Specific support groups delivered by Service staff or external support services
- Referral to other Student Services or external supports
- Access to session limited counselling appointments for personal, emotional wellbeing and mental health issues
- Access to urgent appointments for those at risk/in need of same
- If you are at risk we will endeavour to assist you with your safety and the safety of others
- Liaison with University personnel on your behalf at your request or agreement
- Outreach aimed at improving student wellbeing and preventing student mental health problems
- Communication within an appropriate timeframe for first and repeat appointments
- Training and guidance to other departments within the university, aimed at providing a broader support structure for the student body

- Compliance with all data protection, FOI and privacy legislation, and with a strict ethos of confidentiality at all times

*Student Counselling is assured:*

- Respect for the confidential ethos of the service
- Self-responsibility for your wellbeing and proactively seeking assistance as required and if at risk
- Keeping contact details for self and next of kin up to date
- Respecting the wellbeing of fellow students
- Seeking assistance if you are concerned re fellow peers.

## **Student Learning Development**

*Trinity Students are assured:*

- Development of study skills necessary to ensure successful transition in academic career
- Provision of workshops and events on a range of academic skills throughout the year
- Drop-in clinics and one to one appointments along with online study skills resources

*Student Learning Development is assured:*

- Respect of the confidential ethos of the service
- Self-responsibility for seeking assistance as required

## **Student 2 Student**

*Trinity Students are assured:*

- Provision of trained Mentors for all incoming first year undergraduate and visiting students
- Provision of trained Peer Supporters to all TCD students for one-to-one support on request
  - Accessible opportunities to volunteer, and recognition for all volunteering undertaken
  - Clear role descriptions for all volunteers, and staff support and supervision
  - Strict adherence to the service's confidentiality policy and to the Trinity Volunteer Charter

*Student 2 Student is assured:*

- Respect of the confidential ethos of the service
  - Respect for the volunteers delivering support to the student body
- Self-responsibility for seeking assistance as required
  - Genuine commitment to the voluntary roles undertaken by the students

## **Tutorial Service**

*Trinity Students are assured:*

- Advice and information re financial assistance for the duration of your undergraduate study
- Provision of a personal tutor and/or access to the tutorial service at postgraduate
- An opportunity to change tutorial chamber
- Representation of a tutor/tutorial service in cases of academic difficulties and/or appeals processes
- Immediate Communication from the Senior Tutors office in emergency situations
- Confidentiality in line with best practice
- Prompt responses to queries by tutors/tutorial service
- Prompt communication from tutorial service in urgent situations

*Tutorial Service is assured:*

- Honesty with the service
- Proactivity in seeking help and guidance from the tutorial service/tutor as first point of contact
- Communication with your tutor/tutorial service

## **Academic Registry**

*Trinity Students are assured:*

- Accessibility to student online records at all times
- Protection of privacy at all times
- Provision of information regarding admission requirement for postgraduate courses as well as scholarships that may be available

- Comprehensive information for international students with regards to immigration, fees, application processes and also Erasmus programmes
- Liaison with departmental coordinators for Erasmus programmes
- Issues raised to be dealt with within 72 working hours via the AskAR button on mytcd.ie
- Publication of Annual examination timetables and venues by at least week 6 in Hillary term
- Publication of Supplemental Examination timetables and venues online at least 4 weeks in advance of the examination period
- A comprehensive Service Desk with centralised answers

*Academic Registry is assured:*

- Communication regarding relevant issues as soon as possible
- Ensuring you know the time, venue and duration of all of your examinations and reviewing location in case it changes
- Meeting application and submission deadlines for postgraduate applications
- Registration on time, or notification to the service if extension of registration has been granted

## Chapter 6 – Capitation Bodies

### Students' Union

The Students' Union is the only representative body for all students in Trinity College. It provides services for students and represents student's voices to the University.

*Trinity Students are assured in the provision of the following services and structures:*

- An education advisory service for assistance and advice on academic difficulties
- A welfare advisory service for assistance and advice to do with personal, sexual, mental and general wellbeing issues
- A financial advisory service
- An accommodation advisory service
- An SU Jobs Portal on the SU website
- An SU Bookshop on the SU website
- An emergency financial assistance loan of up to 100 euro
- A technical support service in the form of Refresh
- An SU café in Goldsmith Hall

- 2 SU shops; one in House 6 and one in the Hamilton Building
- A student travel card system in the Front Office of House 6
- A communications service to produce the Student Diary/Notebook, the TCDSU website and to liaise with the University Times Editor to produce the University Times
- An Ent's service to provide entertainment opportunities catering to a wide array of interests
- USI to represent the students of TCDSU on a national and international level.
- The SU to arrange the elections of student representatives who will act as full and engaged members of committees, as well as keeping you informed of all the policies and activities taking place in Trinity College Dublin.
- A fair and non-corrupt election through the regulation of the Electoral Commission
- The opportunity to have your voice heard through various means and fora
- Accountability of their representatives through means of the Oversight Commission
- A strategic plan for the Union to be reviewed biannually and formulated with student input
- Training initiatives to enable students to upskill

#### Central Societies Committee (CSC)

The CSC is the sole body responsible for student societies in Trinity College Dublin and serves to advance the interests of a diverse student body.

*Trinity Students are assured in the provision of the following services and structures:*

- Representation to Trinity College Dublin via Executive officers through various fora including Capitation Committee and Student Life Committee
- Provision of grants to societies in order to fulfil the diverse interests of the student body
- Promotion of the interests of student societies and to act as their representative within the University of Dublin and Trinity College.

#### Trinity Publications

Trinity Publications funds and promotes all the independent student run magazines and newspapers in college. At present we have 7 fully recognised publications and many more associated publications

*Trinity Students are assured in the production of the following publications*



- Fully Recognised
- Trinity News
- TCD Miscellany
- Icarus
- Piranha
- TN2
- TFR
- JOLT
- Associated
- The Bridge
- Histories and Humanities Journal
- STAND Magazine
- Social and Political Review
- TCD Journal of Neuroscience
- Tuathal
- Trinity Arts Festival Programme
- Black Book
- New Irish Music Composition of Trinity College
- Nemesis
- Trinity Frontier Magazine

### Trinity Sports' Union

Trinity Sports' Union is the governing body for Sport Clubs at Trinity. The Sports' Union is responsible for the overall administration of DU Sports Clubs in cooperation with Club Officers and for their interests and development in Trinity. An Executive Committee and other sub-committees oversee the business affairs of Trinity Sports' Union, including the Pavilion Bar. Trinity Sports' Union receives funding from the Capitation Committee at the University and supplements its income with a percentage of profits from the Pavilion Bar.

*Trinity Students are assured in the provision of the following services and structures:*

- Representation to a Student Sport Forum for reciprocal feedback on Sports services
- Representation at the Captains Committee
- Representation to the executive committee
- Provision of a wide array of sporting opportunities at various levels of fitness catering to the whole student population
- A Contact in the role of the Sports Intern who works with TCDSU

## Chapter 7 – Resolution of Issues

Mitigation of issues on a local level is the resolution mechanism recommended by Trinity College Dublin in all first instances. In the event of a more serious issue arising, or if issues are not being resolved satisfactorily, there are established procedures that can be found in the Trinity College Dublin Calendar. It is of utmost importance that Dignity, Equality and Diversity are respected in the University, and a mechanism for complaints in the form of the Formal Complaints Procedure is available for escalation of issues.

*Trinity Students are assured:*

- Support from your personal tutor or Postgraduate Advisory Service for all matters academic and personal
- Support from the Students Union for any case work or collective action
- Support from the Dean of Students for issues relating to extracurricular activities and student experience
- Support from the Director of Teaching and Learning for issues relating to teaching and learning
- Support from the Equality Office for information on bullying and harassment and inequality
- Support from the Treasurer's Office for issues related to fees
- Support from the Academic Registry for undergraduate admissions
- Acknowledgement of complaints and an initial response within 5 working days
- Complete confidentiality and impartiality with no negative academic implications
- Production of a detailed report on the outcome of the matter upon request
- Opportunity of recourse if you feel an issue has not been dealt with or resolved satisfactorily
- Support of the tutorial service or Postgraduate Advisory Service throughout the procedure

*Trinity College Dublin is assured:*

- Provision of full and accurate information regarding the issue and compliance with any investigation being made
- Respect of the confidentiality of the process
- Working in partnership together for a resolution

## Chapter 8 – Code of Conduct Procedures

Trinity College Dublin is committed to fair and transparent sets of disciplinary procedures which reflect all parties' rights to natural justice. In the event of a disciplinary procedure being brought against you, the Tutorial Service or Postgraduate Advisory Service will advise you on University procedures which are laid out in the Trinity College Calendar. You are entitled to nominate any person you wish to support you throughout these disciplinary procedures.

*Trinity Students are assured:*

- Communication in writing detailing why they are being disciplined
- Provision of reasonable notice of the time and date on which to appear for a disciplinary hearing
- The opportunity to see and respond to any evidence that is presented against you
- Awareness of what further recourse is available in accordance with University regulations
- Student representation on the Disciplinary Committee
- Access to support of your chosen advocate throughout the procedure

*Trinity College Dublin is assured:*

- Appearance in person when required
- Disclosing to the best of your ability full and accurate information regarding the action brought against you
- Responding to the outcome of your case within the time limit provided.



