LECTURER & STAFF HANDBOOK
2025 – 2026

Dear Lecturer/Staff Member

Welcome to Irish Colleges Training Centre.

The following information has been compiled to assist you both at the beginning of and throughout the academic year. Please read the following pages carefully and should you require more information or explanation do not hesitate to contact either Mr Gearoid Casey (College Administrator) or Mr Glen Anderson (College Director).

We look forward to working with you and wish you every success.

Glen Anderson
College Director

Irish Colleges Training Centre
Table of Contents

- *Irish Colleges Training Centre has a policy of continuous improvement.*
- *As a result the information contained within this handbook may be added to, deleted or modified. Changes to any section of this handbook will be advised of by memorandum.*

SECTION A:

COLLEGE INFORMATION

Irish Colleges Training Centre
Administration

Name of College**:**   **Irish Colleges Training Centre**

Address: **Irish Colleges Training Centre**

                                                   University Business Complex,

                                                   Roselawn House,

                                                   National Technology Park, Castletroy

                                                   Co. Limerick

Phone Number**:**   **+353 061 592195**

Fax Number**:**   **+353 061 267754**

Web Address: http://www.limerickcc.ie

E-mail Address: info@ictcireland.com

Board of Management: G. W Anderson
                                                   G.D Anderson

Operations Director   Louise Foley
                                                   lfoley@ictcireland.com

Contract Training Manager: David Sheehan
                                                   dsheehan@ictcireland.com

College Administrator   Gearoid Casey
                                                   gcasey@ictcireland.com

Director of Studies   Charles Condell
                                                   ccondell@ictcireland.com

Irish Colleges Training Centre
Safety Rules

- All accidents, regardless of severity, must be reported **immediately** to Reception.

- No running is permitted in any part of the college premises.

- No smoking is permitted in or near the college premises.

- Good housekeeping standards must be maintained at all times.

- Anyone reporting for work or class under the influence of alcohol or drugs is liable to instant dismissal.

- No food or beverages may be taken into lecture rooms, computer rooms or the library.

- The use of any form of earphones / headphones / headsets is strictly prohibited in any of Irish Colleges Training Centre buildings. The only exception to this is the use of headsets for dictaphone work.
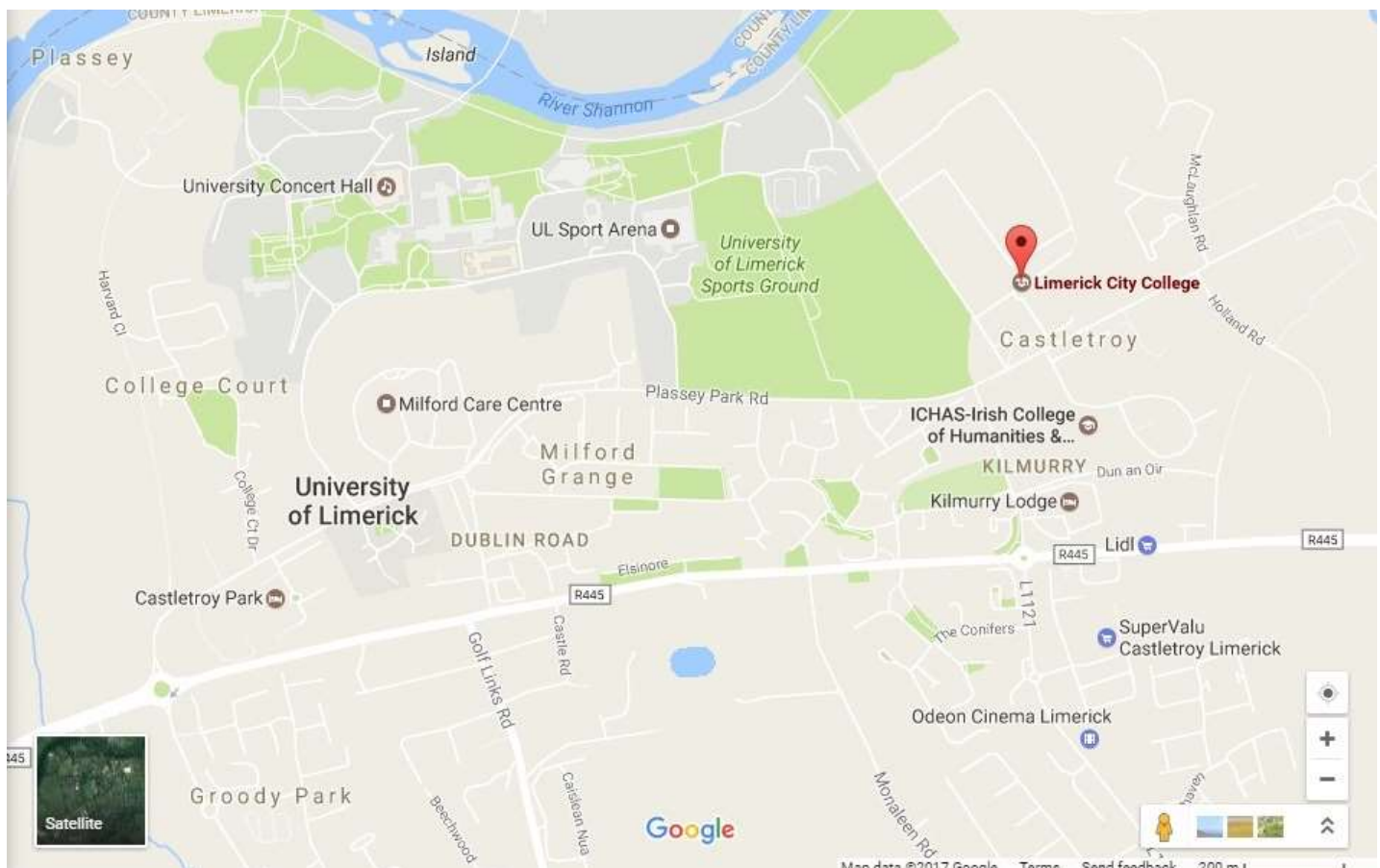
Irish Colleges Training Centre
Location and Layout

Location of Irish Colleges Training Centre

Description

The University Business Complex is conveniently located adjacent to the University of Limerick which offers ease of access for those travelling by car, bus and on foot as opposed to the city centre. Irish Colleges Training Centre is located in the National Technology Park, next door to hotels, cafes, restaurants and shopping centres.

Our campus is a state-of-the-art purpose built facility which combines a safe and stimulating environment for our learners and staff.

Our aim is to provide superior educational and training facilities to our students to assisting in achieving their life time goals.

Irish Colleges Training Centre
Layout

ACCOMODATION

GROUND FLOOR (DC)
- Main entrance
- Disability access
- Reception Area
- Administration Office
- Directors Office
- Staff Room
- Staff Canteen

Toilets/WC's
- Ladies
- Gents
- Disabled

ROSELAWN
- Boardroom

FIRST FLOOR (RBC)
Classrooms:
- Classroom 1
- Classroom 2
- Classroom 3
- Classroom 4
- Classroom 5 (Spare)
- Classroom 6 (Spare)
- Computer Laboratory
- Administration Area

Student Canteen
Common Area

Toilets/WC's
- Ladies
- Gents
- Disabled

Irish Colleges Training Centre
Telephone Calls

Receiving Calls

Lecturing staff will not normally be called out of class to receive telephone calls. Telephone messages will be placed in staff pigeon holes or at reception. Lecturers are required to switch off mobile phones during all lectures.

Making Internal Calls

To make an internal call dial the appropriate extension number:

Making External Calls

If a member of staff needs to make a **work-related** telephone call, he/she should ring Reception from the staff room and Reception will put the call through.

Irish Colleges Training Centre
Academic Abbreviations

DAY COURSES

ELS   English Language School

EXAMINING & AWARDING BODIES

TIE   Test of Interactive English
FCE   Cambridge First Certificate in English
CAE   Cambridge Advanced English
IELTS   International English Language Testing System

Irish Colleges Training Centre
Library

- Lecturers should encourage students to use the library by suggesting supplementary readings or by leaving material for students to read. Boxes for filing additional class notes, sample questions, case studies etc can be obtained from the College Registrar or Course Co-ordinator.

- The library is open daily and if access if required outside of office hours, please contact the College Registrar or Course Co-ordinator.

- Lecturers may borrow a maximum of **three** books for a period of **two** weeks at a time. All books must be signed for at issue and return. Taking books without signing will violate the disciplinary procedures. Any outstanding books need to be returned at the end of the academic year and before the lecturers courses are finished.

SECTION B:

LECTURER & STAFF INFORMATION

Irish Colleges Training Centre
Lecturer/Staff Code of Practice

- Each Lecturer/Staff Member will familiarise himself/herself with the Quality System and understand and implement its requirements as set out in the Irish Colleges Training Centre Quality Assurance Procedures Manual (a copy of which is in the staffroom). Lecturers are required to attend any Quality Briefings that may be organised during the academic year.

- All Quality documentation is confidential to and remains the sole property of Irish Colleges Training Centre.

- Each lecturer will deliver his/her course with a view to meeting the aims and objectives of the course as outlined, and to ensuring the learning outcomes are achieved by learners.

- Each lecturer will be aware of the 'student-centred nature' of the College and strive to offer each student encouragement and support towards successful achievement. In turn students are expected to adopt a positive, ambitious and diligent approach to their studies.

- Each lecturer will strive to get to know his/her students by name.

- The lecturer will use the documentation of the Quality System to assist him/her with:
  - Delivery of Training
  - Monitoring of Progress
  - Monitoring of Corrective Action
  - Assessment of Participants
  - Evaluation and Review

- The lecturer will retain copies of relevant documentation in his/her own files where appropriate.

- At the commencement of each course each lecturer will outline to students details of the relevant subject including:
  - Objectives and Learning Outcomes
  - Subject Syllabus
  - Programme Timetable
  - Recommended Reading List
  - Assessment Methods
  - Necessary corrective action
  - Certification and Awards
  - Equipment (if relevant)

In addition, each lecturer will complete a detailed Scheme of Work, which will lay out clearly and concisely the work plan for their subject on a weekly basis for the duration of the programme.

- The Lecturer will deliver quality training using appropriate means and good practice including:
  - Well-prepared and well-researched content
  - Lecturer's notes and handouts
  - Visual aids (PowerPoint, DVDs)
  - Practical demonstration (if appropriate)
  - Practical exercises
  - Question and answer sessions
  - Case studies
  - Site visits (if appropriate)
  - Tests and assignments
  - Self-study and projects
  - Summarise and review
  - Appropriate check of students' understanding of material covered

- The relevant scheme of work will be followed accurately by the lecturer, who on completion of the course, will submit the signed scheme of work to the College Administrator or Course Co-ordinator.

- The lecturer will monitor, assess and record the performance of students who will be informed of the outcome. If necessary, corrective / remedial action will be recommended and monitored.

- The lecturer will complete a lecturer's evaluation sheet on completion of course covering:
  - Suitability of facilities, equipment
  - Relevance of content and methods of training
  - Attendance and results
  - Any change(s) needed

- Lecturers will comply with the College policy of gathering learner evaluations during and/or on completion of each programme.

- The lecturer will attend relevant subject / staff meetings – the purpose of which will be to act as a forum for consultation, discussion and planning.

- A professional approach will be adhered to in matters such as:
  - Staff Attendance
  - Staff Punctuality
  - Dress Code
  - Confidentiality
  - College Loyalty

- In line with current legislation, Irish Colleges Training Centre is a no-smoking area.

- No alcohol is to be consumed during working hours. Any lecturer found to be under the influence of illegal substances and / or alcohol is liable to instant dismissal.

Irish Colleges Training Centre
General Guidelines for Lecturers & Staff

Irish Colleges Training Centre
- All lecturers/staff members should refer to the College as Irish Colleges Training Centre.

PUNCTUALITY AND ATTENDANCE
- Lecturers should be present in the college at least 20 minutes before the start of their lectures. In the event of a lecturer arriving late, he/she must advise the College giving as much notice as possible. Staff members are required to arrive at the College a minimum 30 minutes before the start of the day.
- Lecturers must be adequately prepared for all lectures and must arrive in class on time.
- In an emergency which prevents a lecturer from delivering a contracted lecture, he/she must advise Louise Foley or Glen Anderson as early as possible, as alternative arrangements will have to be made to accommodate students.
- Staff members must advise Louise Foley or Glen Anderson if they are going to be late or sick on a particular day.
- Lecture times and dates cannot be altered without prior agreement with Louise Foley or Glen Anderson. It is assumed that when a lecturer makes a commitment to a programme he/she will approach it in a professional and reliable way.
- All staff are to report to Reception daily in order to sign in and out and at the end of each day to submit the daily class attendance sheets.
- **Not attending a lecture at short notice will be taken very seriously and the lecturer will be subject to College disciplinary procedures. Consistent lateness for lectures will also be taken very seriously and the lecturer will be subject to College disciplinary procedures.**

SUPERVISION
- Lecturers must be on the premises for their lecturing hours and be available to cover supervision when colleagues are unavailable.

MEETINGS
- Lecturers must attend all general staff meetings and relevant course / subject meetings together with board meetings. Details of meetings will be posted on the official notice board in the staffroom at least seven working days before the meeting is scheduled. At least one day's notice must be given if a person will be absent.

COURSE PREPARATION
- Lecturers are given a syllabus which must be followed. Failure to do so is considered a serious breach of college disciplinary procedures.
- Lecturers have responsibility for the absolute safe-keeping of all examination material and must ensure confidentiality and security at all times. Lecturers should ensure

examination papers are stored securely at all times. Examination papers must **never** be left in pigeon holes nor e-mailed or faxed to the College.

- In the event that the confidentiality of examination material has or may have inadvertently been breached, the lecturer is obliged to inform the College Administrator immediately so that appropriate remedial action may be taken.

- The hourly lecturing rate is inclusive of holiday pay and the rate includes class preparation, setting of examination papers and correction of all continuous assessments and examinations (including repeat examinations). There will also be an end of year bonus payment made based on the number of students taught during the year. This relates only to classes, where a lecturer is required to set and correct examinations. It does not apply to classes, where the examinations are externally set and corrected. This payment will be made prior to the summer exam board meeting, when all exam results have been submitted by the lecturer.

- The corrected exam scripts for day programmes are expected to be submitted no later than **five** working days after the sitting of the exam. The corrected exam scripts for evening programme are to be submitted no later than **five** working days after the sitting of the exam. Final bonus payments will be held until all exam scripts and results are submitted.

COURSE DEVELOPMENT
- Lecturers are expected to be involved in and contribute to subject / new course development.

STAFF NOTICE BOARD AND PIGEON HOLES
- It is each lecturer's and staff members responsibility to check the notice board in the reception and with the co-ordinator and/or manager **on a daily basis** for memos, messages and notices.

RECORD OF ASSIGNMENT AND OBJECTIVES
- Lecturers will be expected to keep a written record of student performance in class, homework assignments and weekly objectives and lessons plans. These records should be submitted promptly within the respective week to the manager and/or co-ordinator. These record should be available for inspection.

SETTING AND CORRECTION OF EXAMINATION PAPERS AND ASSESSMENTS
- Lecturers are required to **set and correct** all examinations and assessments as directed by the College Administrator or Course Co-ordinator. Examination papers and results must be submitted by the given deadlines.

EXAMINATIONS AND TIMETABLES
- Any queries regarding examinations or timetables should be addressed to the College Administrator or Course Co-ordinator. Lecturers **must not reschedule** any classes, examinations or assessments without prior approval.

EXTERNAL EXAMINERS
- The Academic Registrar, Further Education Course Co-ordinator and Course Leaders will communicate with external examiners and will provide lecturers with feedback.

PHOTOCOPYING

- Each page costs Irish Colleges Training Centre 10 cent, so lecturers are requested to be economical in the use of the photocopier. Always use both sides of the paper and use the maximum space on a page. It is possible to reduce copy size on the photocopier. It may also be possible to recycle handouts.
- In order to reduce the amount of photocopying, lecturers are encouraged to place lecture notes in the library or on the teaching drive of the College computer system. Lecturers may also arrange to e-mail notes to students in advance of lectures.
- Each lecturer will be assigned a code for the photocopier that will have a limit attached to it. This will be based on the number of students they lecture and the type of class involved. This code will be issued once class numbers have been finalised. Lecturers will have to remain within this limit for the academic year.
- As the photocopier is an important resource for all staff, it is important that it is maintained in good working order. An Incident Log is located beside the photocopier in the staffroom. Details of any breakdown or difficulty should be entered in the log immediately and also brought to the attention of the IT & Facilities Administrator / Evening Course & Facilities Assistant).

OVERHEAD PROJECTORS / TAPE RECORDERS / TV / MULTIMEDIA PROJECTOR

- Overhead projectors should be left in the lecture rooms, but plugged out and the cord rewound after each lecture.
- It is the lecturer's responsibility to inform the Assist. College Administrator/Operations Director after a lecture if equipment is not working.
- Tape recorders must be returned to the staffroom after a lecture.
- TV / Video / DVD player is to be booked at Reception one day in advance and subsequently returned after use.
- Some items of equipment e.g. remote controls, portable computer data projector etc. must be signed in and signed out. The sign in / sign out logbook is stored at Reception. The lecturer is responsible for the safe return of such items to Reception.

BOOKS / TEACHING MATERIALS

- Lecturers are responsible for the production of their own notes.
- Requests for new books / teaching resources must be addressed to the the Assist. College Administrator/Operations Director.
- Teaching materials such as whiteboard markers and pens can be requested from Reception. Lecturers must ensure that only non-permanent markers are used on the whiteboards.
- Lecturers are responsible for providing their own A4 folders.
- **Lecturers are not permitted under any circumstances to order any materials on the Irish Colleges Training Centre account.**

LECTURE ROOMS

- Lecturers must turn off the lights in the rooms and close the windows and / or blinds after the last lecture of the day.
- Portable heaters must be turned off after each lecture.
- Rooms should be left neat and tidy after each lecture.

STAFFROOM
- The staffroom and kitchenette must be kept clean and tidy.
- The staffroom door must be left locked at all times.
- PIN numbers for staff offices must not be revealed to anyone as this will be considered a serious breach of security.

COMPUTERS
- There are computers in the staffroom for lecturers' use.
- As computer security is very important, please read and sign Appendix 1 and return this document to the the Assist. College Administrator/Operations Director or Course Co-ordinator. This signed document will be held on each lecturer's personnel file. Lecturers will only be issued with a computer password if they agree to comply with the regulations detailed in Appendix 1. Lecturers who fail to comply with these regulations will be subject to College disciplinary procedures
- The computers in the staffroom have Internet access. Passwords should be protected and not given out to anybody else in line with the College computer usage policy.
- Lecturers will be provided with computer disks as required. These disks should only be used within the college. Disks which have been used elsewhere must not be used within the college to prevent the spread of viruses.
- The last person to leave the staffroom in the evening should ensure that the computer is switched off, all lights are switched off and all doors are closed.

DRESS CODE
- Irish Colleges Training Centre is a professional training organisation and many of our students are sponsored by the corporate sector.
- It is therefore essential that all staff are dressed in a professional manner i.e. shirt and tie for male lecturers/trainers and office-style attire for female lecturers/trainers.
- Jeans, t-shirts and / or ballet pumps & runners are **not** acceptable in any circumstances.

RECRUITMENT & SELECTION
- Recruitment & selection of potential lecturers and staff is based on their qualifications, their experience both academically and professionally, and their performance at interview. Successful applicants must provide the College Administrator or Further Education Course Co-ordinator with an up-to-date Curriculum Vitae and original certification documentation. Copies of same will be held on each lecturer's file.

APPRAISAL
- It is College policy to seek student feedback on the content of each subject and on the lecturer/staff member in question. For courses of 13 weeks duration or more, this feedback is sought once during the programme and again at the end of the academic year. See Appendix 2 for copy of questionnaire. Student feedback will form part basis of lecturer appraisal at the end of the academic year and may also form part basis of the decision on lecturer recall and / or subject / hours allocation for the following academic year.

ATTENDANCE RECORDS

- For Health and Safety reasons each lecturer must call a roll at the start of each lecture.
- A daily record of attendance must be kept and it is the responsibility of each lecturer to ensure that the record sheets are filled out accurately as indicated. This is particularly important in the case of international students as the extension of their visa permission depends on satisfactory attendance levels.
- It is at each individual lecturer's discretion whether or not he / she admits latecomers to class. However, for health and safety reasons, if latecomers are admitted to class, they must be marked present on the attendance roll but absent on the individual's record.
- For day programmes completed rolls must be left in College Administrator's pigeon hole at the end of each week.
- For evening programmes, completed rolls are to be handed back to Reception at the end of class.

MEDICAL EMERGENCIES

- There are a number of college staff who are qualified to administer first aid. In case of illness / accident, notify Reception immediately and the appropriate people will then be alerted.
- Should any student have an accident or suffer injury, however minor, the matter should be reported to Reception immediately.
- First Aid kits and blankets are held in the Reception area.

NO-SMOKING POLICY

- In accordance with the provisions of the Public Health (Tobacco) Act 2002 and Tobacco Smoking (Prohibition) Regulations 2003, smoking is prohibited in all parts of the College.
- Each member of staff has an obligation to adhere to and facilitate the implementation of this policy.
- Infringements by staff will be dealt with, in the first instance, under employee disciplinary procedures. Employees, consultants, contractors, customers and visitors who contravene the law prohibiting smoking in the workplace are also liable to legal prosecution.
- Smoking in any inside area of the College is totally prohibited. Staff are also not permitted to smoke at the front steps of the College as blocking these constitutes a Health and Safety violation.
- Littering the public footpath will be reported to the Litter Wardens. Bins have been provided at the rear of the college to dispose of cigarette ends.
- Any person found guilty of breaching the ban on smoking in the workplace may be subject to a legal fine of up to €3,000.
- Any breaches of legislation must be reported to any member of the administration staff.

FIRE ALARM

- A fire drill will be held early in the academic year so that lecturers and students will be familiar with College procedures in the event of a fire.
- All staff will be notified of the date and time of the fire drill in advance.
- If the fire alarm should go off please adhere to the following:

- o Ensure all students leave the building in an orderly fashion.
- o Please close all windows and doors.
- o Bring the **class roll** with you and make your way to the assembly point.
- o Please ensure you are familiar with all emergency exits as detailed below.
- o Make sure that all your students are present by calling the class roll.
- o You must stay with your students until you are given the all clear by the the Assist. College Administrator/Operations Director.
- **University Business Complex, Roselawn House Car Park (adjacent to Roselawn Business Centre)** is the assembly point for fire drills and evacuation of premises.

HEALTH AND SAFETY
- It is the policy of Irish Colleges Training Centre to comply with the Health and Safety at Work Act 1989 and the Construction Safety, Health & Welfare Regulations 1995 and to ensure so far as reasonably practicable the safety, health and welfare of all employees whilst at work, and to provide such information, training and supervision, needed for this purpose.
- A copy of the Irish Colleges Training Centre Health and Safety Policy is available from the Assist. College Administrator/Operations Director. A copy of this document is also held in the staffroom.   It is each employee's responsibility to read this statement.

PAYMENT
- All lecturers must complete an hours sheet (available in the staffroom and at Reception) for each calendar month. Hourly rates have been calculated so that they are inclusive of holiday pay.
- It is the **lecturer's** responsibility to complete same and return it to David Sheehan by the **20th** of each month in order for payment to be made on time. Failure to do so will result in payments being held until the following month.
- Failure to sign-in / sign-out of the College will result in payments being reduced.
- Payments will also be reduced for lecturers who sign-in late and / or sign-out early.
- Payment when a class is cancelled – lecturers may claim for one hour **only** when a class is cancelled due to low student numbers or no show from students.
- Lecturer sign-in and sign-out times will be monitored by administrative staff.
- Any queries regarding payroll should be directed to Glen Anderson.

ANNUAL LEAVE
- All lecturers must complete a Leave of Absence Request form (available in Reception). It is essential this is completed fully and submitted to Louise Foley both in Hard & Soft Copy formats. All annual leave requests are submitted for review by management and it is essential the scan copy of the form be emailed.
- It is the **lecturer's** responsibility to follow-up with the Leave Request in email format to Louise Foley. It is important that lecturer's must not assume that all leave requests will be granted. Every effort will be made to facilitate requests but decisions are dependent on operational requirements.
- Failure to complete Leave of Absence request forms in full or to comply with the procedures may result in requests being withdrawn or denied.
- All queries regarding Annual Leave should be directed to Louise Foley.

Irish Colleges Training Centre
Grievance Procedure

The grievance procedure refers to issues raised by individuals employed at Irish Colleges Training Centre. The grievances or disputes may arise from issues involving either an individual or a group of employees. These issues might be personal or they might be related to the organisation where they influence work performance. The following is the Irish Colleges Training Centre policy on disputes/grievances.

- *The company recognises that employees have a legitimate interest in the affairs of the enterprise and thus have a right to be concerned and informed about issues which affect them.*
- *Employees have a right to bring matters which concern them to the attention of management.*
- *Management and employee opinions may be at variance on occasion. In such instances management will strive to understand the employee(s) viewpoint, explain the management position and seek a mutually acceptable solution.*
- *Management will give consideration to matters brought to their attention by employees and action these matters in an appropriate, effective and equitable manner.*

- The following is the grievance procedure adopted by Irish Colleges Training Centre:

Stage	Nature of Grievance / Claim	Procedural level	
1	Grievance concerning local work rules or employment conditions affecting an individual or small work group.	Relevant Course Leader or Further Education Course Co-ordinator	Employee(s) concerned
2	(a) Any issue which has remained unresolved at stage 1. (b) Grievance or claim where the issue has direct implications for a group of workers on a departmental basis	Operations Director	Further Education Course Co-ordinator and Employee(s) concerned
3	(a) Any issue which has gone through the appropriate lower stages unresolved (b) Grievance or claim with company-wide implications	College Director	College Administrator & Further Education Course Co-ordinator, Employee(s) concerned and employee(s) representatives
4	An unresolved issue which has been through the appropriate lower stages	Third party investigation: rights commissioner/labour court conciliation	
5	Any issue which remains unresolved after stage 4	Full labour court investigation/employment appeals tribunal	

- Adequate record keeping and some written records need to be maintained which progress above the first stage in a procedure.

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│              Irish Colleges Training Centre                  │
│                 Disciplinary Procedure                       │
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Irish Colleges Training Centre has procedures in place relating to employees' standards of performance and behaviour. Each employee needs to be aware of what is expected of him / her in terms of his / her work performance. The Assist. College Administrator/Operations Director has the responsibility of ensuring that these standards are met at all times. The primary aim of this procedure is to help employees whose conduct or performance falls below company requirements to achieve the necessary improvements. It is desirable both in contributing to company success and ensuring the fair treatment of employees. It is company policy to apply this procedure as reasonably as possible and to ensure consistency and order in its application.

PROCEDURE:

1. In the first instance the individual will be asked to attend a Counselling Interview with the College Director/Operations Director where the employee's transgression will be made clear, the standard of performance required outlined and the employee verbally reprimanded.

2. In the second instance the employee will receive a Verbal Warning at a formal meeting with the Operations Director, where details of the misdemeanour and the consequences of further offences will be outlined.

3. In the third instance the employee will receive a final written warning from the Operations Director at a meeting with the College Director, where the employee will be informed of the details of the offence, future performance standards required and that further offences will lead to suspension or dismissal.

4. In the final instance the employee will either be suspended with / without pay or dismissed (depending on the offence), notice of which will be given to the employee at a meeting with the College Director where the offence will be outlined both verbally and in writing and the employee advised of his right of appeal.

   This procedure will apply to all breaches of company rules or standards not constituting gross misconduct which may typically include, but are not limited to, the following:
   - Poor time-keeping
   - Lack of co-operation
   - Poor attendance
   - Unauthorised absence
   - Unacceptable work performance
   - Breaches of safety regulations
   - Victimisation of students
   - Harassment of student(s) or fellow employee(s)
   - Failure to adhere to the marks and standards of the relevant examining bodies
   - Failure to teach to the relevant syllabus / syllabi

- Breaches of supervision guidelines
- Ordering any goods on behalf of Irish Colleges Training Centre, without prior written permission
- Failure to maintain accurate student records
- Failure to facilitate the gathering of learner evaluations.
- Failure to adhere to deadlines for assessments, submission of exam papers, and / or correction and return of exam scripts
- Failure to maintain security and confidentiality of exam papers
- Disclosure of content of exam papers to students
- Disclosure of exam results to students prior to formal verification and issue

GROSS MISCONDUCT:

Gross misconduct is conduct of such a serious nature that the company could not tolerate keeping the employee in employment and it is hoped that such instances will not occur. However, for the mutual protection of the company and its workforce, any employee found guilty of gross misconduct may be dismissed summarily.

Examples of gross misconduct may typically include, but are not limited to, the following:
- Violation of a criminal law
- Consumption, possession and / or being under the influence of alcohol immediately prior to entering the workplace or while in the workplace
- Consumption / possession or being under the influence of illegal drugs
- Threats or acts of physical violence
- Malicious damage to company property
- Theft from another employee or from a student or from the company
- Falsification of company records
- Working, representing or liaising with other employers
- Undertaking simultaneous employment
- Disclosure of information regarding future exam papers
- Disclosure of confidential information, especially in relation to the details held on student files, details of examination papers and / or examination results

Before any action is taken the company will thoroughly investigate the case, during which time the employee will be suspended. After such investigation the employee will attend a meeting with company management where he/she will have an opportunity to state his / her case and be advised of his / her right of appeal. Should the company still feel the employee was guilty of gross misconduct he/she will be dismissed and provided with a letter outlining the nature of the offence and reasons for dismissal.

Irish Colleges Training Centre is fully committed to equality of opportunity, which is an integral part of its overall policy. This Equal Opportunities Policy is our way of stating our commitment to equality of opportunity in relation to employment for all employees and potential employees. It sets out ways in which equality of opportunity will be actively promoted. There is therefore an obligation on all staff to respect and observe this policy.

THE LAW:

Employment equality law places heavy responsibilities on employers. Application of an Equal Opportunities Policy will help us to ensure compliance with the requirements of equality legislation, and identify and eliminate hidden bias in employment practices and procedures.

- The Employment Equality Act 1998, outlaws discrimination (the treatment of one person in a less favourable way than another person is, has been or would be treated) on any of nine discriminatory grounds in all areas relevant to employment. It prohibits direct and indirect discrimination and victimisation in employment on any of the following grounds:
  - o Gender
  - o Age
  - o Race
  - o Religion
  - o Marital Status
  - o Family Status
  - o Sexual Orientation
  - o Disability
  - o Membership of a Traveller Community
- Under the terms of the legislation unlawful discrimination is defined as either direct or indirect or it may take the form of victimisation.
- Direct Discrimination is less favourable treatment for people, which are explicitly related to any of the nine grounds. It occurs when a person is treated less favourably than another person is, has been, or would be treated in the same or similar circumstances.
- Indirect Discrimination arises where an unjustifiable or unessential requirement or condition is applied but which has a disproportionate adverse effect on a particular group or class of persons who are protected under the legislation. There need not be any intention to discriminate.
- Victimisation is any form of retaliation by an employer or arising from circumstances where a person takes any action to pursue their rights, to support action or giving notice of intention to take support action under equality legislation.

DECLARATION OF COMMITMENT BY MANAGEMENT:

- Irish Colleges Training Centre is committed, as an equal opportunity employer, to implement equal opportunities in all its employment policies, practices and procedures. To this end it will ensure that the principles of employment equality are applied to recruitment, promotion, training, career development and to all terms and conditions of employment.

- Our objective is to ensure that no job applicant or employee receives less favourable treatment, directly or indirectly, on any of the grounds set out in the Employment Equality Act, 1998 as outlined above.
- We will ensure that management at all levels actively support, encourage and implement equality in the workplace. It will implement a positive and continuing programme of action to make this policy fully effective. All human resource procedures will be reviewed regularly to ensure that individuals are appointed, promoted and treated on the basis of their relevant merits and abilities. All employees will have equal opportunity to show ability and progress within the College.

RECRUITMENT AND SELECTION:

- This is the most important area to monitor, as it is the area in which many organisations prove vulnerable to allegations of discriminatory practices. To avoid this we will review each step of the selection process with the aim of eliminating any possibly discriminatory aspects. A well thought out selection process can prove an effective tool to an organisation genuinely pursuing equality of opportunity.
- The following policy and procedures will therefore apply:
  1. Recruitment positions in Irish Colleges Training Centre are open to all suitably qualified candidates subject to educational and experience criterion relevant to each specific post being met.
  2. The College's selection process will provide equal access at all stages to all candidates. A record of all decisions made throughout the selection process will be retained for at least 12 months after the appointments have been made.
  3. Irish Colleges Training Centre will prepare written job specifications based on the requirements of the job at the time. Requirements and qualifications considered essential will relate strictly to the proper performance of the job.
  4. Advertisements will contain nothing of a discriminatory nature and will encourage applications from the broadest possible base. This does not preclude local advertising of positions where appropriate.
  5. All advertisements will contain a positive statement of the College's commitment to its equal opportunities policy.
  6. Selection tests, where used will relate only to the genuine requirements of the job and will be designed in a way that affords all candidates an equal opportunity for success.
  7. Short listing will be carried out by matching details of all applicants to the job specification. To guard against the possibility of bias more than one person will be involved in this procedure if at all possible.
  8. All selection interviews will be conducted impartially. Interviewers will not make assumptions about the suitability of candidates for certain type of work based on gender, marital status or any other personal factor not relevant to the requirements of the job.
  9. To avoid the possibility of bias interview boards if at all possible will include members of both sexes.
  10. Questions at interviews will be directed towards assessing the suitability of candidates for the job in question. Where it is essential to assess whether personal circumstances will affect performance of the job, relevant questions will be asked equally of all applicants and the answers evaluated on the same basis for all.

TRAINING:

- Irish Colleges Training Centre is committed to the provision of excellence in its service. It is an integral part of this commitment that all staff are given equal access to appropriate training.
- Training will be available equally to all relevant staff with no category excluded.
- Selection for training will be made without regard to sex, (this will not preclude the College from selecting a mixture of males and females to attend particular courses), marital status or any other non-relevant factor(s).

PROMOTION:

- The College is committed to providing a promotion system, which gives equal access to all suitably qualified staff.
- The College's promotion practices will not discriminate on grounds of sex, marital status or any other factors set out in the Employment Equality Act 1998.
- Management will ensure that all staff members are aware of career / promotional opportunities.
- Promotion will be determined solely from objective criteria based on the person's performance and ability to do the job.

CAREER DEVELOPMENT:

- Employees will be informed of and encouraged to pursue personal and career development opportunities open to them without assumptions being made about their mobility or possible length of future service

WORKING ARRANGEMENTS:

- Efforts will be made to enable staff to combine their work and family responsibilities.

LANGUAGE AND CORPORATE IMAGE:

- The College will demonstrate its commitment to equal opportunities by using non-discriminatory, non-sexist language.

Irish Colleges Training Centre
Enforcement of the Code of Discipline for Learners

Enforcement

- Students attending Irish Colleges Training Centre who infringe the Code of Discipline will be identified by staff and dealt with in accordance with College regulations.

- If any lecturer/staff member believes a breach of the Code has taken place, he / she has both the right and duty to demand identification.

- Students misbehaving in class may be called aside by the lecturer / tutor and warned. Any students receiving more than one warning may be called before the Operations Director and be given a formal warning. Should the disruptive behaviour continue, the student may be asked, following a meeting with the College Director, to leave **without the refund of fees.**

Offences

Minor Offences

The following offences are given as examples of minor offences:
- Littering
- Minor incidents of disorderly conduct or conduct which obstructs the activities of the college or any person carrying out their normal duties
- Smoking and chewing tobacco in the college
- Eating and drinking in unauthorised areas
- Causing minor damage to property (up to €100 replacement cost)
- Being in unauthorised areas without permission
- Failing to identify oneself on request
- Use of computer disks without first virus checking
- **The foregoing list is not absolute.**

Major Offences

The following offences are given as examples of major offences:
- Academic cheating and academic malpractice (including plagiarism)
- Furnishing false information to the college with intent to deceive
- Forging, alteration, or misuse of college documents, records, or identification cards
- Physical abuse or assault of another person on the college campus
- Malicious destruction, damage or misuse of college property, including library materials, or of private property in Irish Colleges Training Centre (over €100 replacement value)
- Possession and use of offensive weapons
- Possession of illegal drugs

- o Occupation of college buildings or grounds
- o Interference with safety equipment, fire fighting equipment
- o Any unauthorised tampering with Irish Colleges Training Centre hardware and / or software
- o **The foregoing list is not absolute.**

Procedures - Minor Offences

- A member of academic staff or College management can demand any student produce his / her identity card if they are of the opinion that the student is in breach of the Code of Discipline or other College regulations. The student will be informed of his / her alleged offence. If the matter is deemed to be a minor offence the offence will be reported to the relevant person and they may take such disciplinary action as they see fit.

- Students working in the computer laboratories or library are required to obey the instructions of the staff therein and if they fail to do so minor disciplinary action may be taken.

- Minor offences regarding damage or related matters shall be dealt with by the College Director. A €100 fine will be imposed on any student found to have defaced or used graffiti on college property.

- Any student may lodge an appeal with the Disciplinary Committee within **three days** of the imposition of a penalty, sanction or fine. This appeal must be made in writing to the College Administrator and all disciplinary action will be suspended until after the appeal has been heard.

Procedures - Major Offences

- If the student has committed a major offence, his / her name will be given to the Disciplinary Committee with full written details of the alleged offence. Sanctions or penalties will be decided by the Committee. The student will have the opportunity to state his / her case before the Committee and may be accompanied by legal representation.

- In cases of violent conduct, drug related offences or similar criminal offences the Director may suspend a student immediately and without reference to the Disciplinary Committee. The matter should then be investigated and if deemed appropriate a meeting of the Disciplinary Committee convened.

SECTION C:

Progress Examinations & Student Feedback

Irish Colleges Training Centre
Progress Examinations & Continuous Assessment

The main aims of the assessment system at LCC are formative (i.e., on-going assessment for learning). We use our assessment system to diagnose a class or individual's level of understanding of course material and to monitor students' progress in order to develop constructive feedback.

In order for our assessment procedures to be effective it is important for the teacher to design and use testing tools that are 'constructively aligned' to the agreed learning outcomes and the teaching activities. For new students, for the first few days after their arrival, teachers are required to monitor their progress to ensure that they have been placed in the correct level. If for any reason a teacher feels that a student has not been placed in the correct level, they are required to inform the Director of Studies as soon as possible.

The student's level should be reassessed quickly. Thereafter, assessment takes the form of the teacher's continuous assessment of a student's productive and receptive skills. The criteria used include spoken and written accuracy, as well as his/her fluency and clarity of expression. Regular weekly tests that review recently covered material, and a more formal end of term test drawn up in conjunction with the DoS also play a part in the assessment process. Towards the end of each term, teachers in conjunction with the DoS will either recommend that a student is ready to progress to the next level or that he or she would benefit from reinforcing his/her learning by repeating the same level using a different course book.

The teacher's assessment will depend on many factors including the student's written and spoken accuracy and fluency, the student's motivation and contribution in class, and the formal end of term test. For students, it is important that they have been informed in advance of their likely level placement for any new term, so that the final decision (if confirmed) comes as no surprise. During the course of the term, therefore, students should also have been made aware in feedback and Friday assessments of the rationale for any decision regarding their level in a pedagogically constructive manner, e.g., they are told what they need to improve on to attain the next level. On successfully completing a course all students receive an end of course examination certificate that details their level according to the Common European Framework of reference (CEFR) levels.

Monitoring and Feedback
Just as teachers assess students, both formally and informally, so students are given the opportunity to assess and comment on the school and the teaching, both informally and through formal processes. Formal feedback is gathered through ONE-TO-ONE, in-class weekly whole-class reviews of work, and end of course feedback forms. The feedback is given at different times to teachers and to academic management.

1. ONE-TO-ONE

These tutorials are scheduled for all students at the end of their first week at LCC. Students meet with a senior member of staff and are asked about how they are settling into life at the school and in Limerick. We check whether or not they know the names, as well as the roles and responsibilities, of their teachers and other key staff members at LCC, if they are happy with the level of the class and the teaching, if they are happy with their accommodation and what they do with their time after class. The tutorial is also designed to flag any initial difficulties the student may be having, either in school/class, or with host families, etc. and to stress the importance of developing good study and learning habits outside class from the outset.

2. Weekly Review of Work

Every Friday, teachers review the week of work in class with a progress test and a whole class feedback session. There is a Weekly Feedback Form in the Course Guide for teachers to photocopy and hand out to the students in their class. Here, teachers find out if students need to review anything in particular in the following week, or if there is anything urgent that a group of students would like to cover in class. Used in conjunction with the weekly objectives in the Course Guide, this element of the week could be used to make a first draft of the Plan of Work for the upcoming week.

3. End of Course Feedback

While we collect feedback at the beginning and during the course from all students so we can effect changes to improve their stay while they are still here, we also give out and collect End of Course Feedback forms. These exit interview reports are reviewed and fed back into discussions around future courses and programmes.

APPENDIX 1:

COMPUTER SECURITY

MEMORANDUM

To: All Irish Colleges Training Centre Lecturers and Staff

From: Glen Anderson, College Director

Re: Using the Computers in Irish Colleges Training Centre

General Rules

- If a screen is blank, hit the return key or move the mouse to see if the system is already on or not.

- To access the network every lecturer/staff member will be assigned a username and password.

- If you are turning off the computers make sure that you use the **shutdown** facility. Under no circumstances are you to turn off the power on the CPU without doing this. If you are unsure please ask.

- The computer must never be switched off while an application i.e. 'Microsoft Word' is running.

- If you discover any faults in the equipment please notify the IT & Facilities Administrator / IT Network Support immediately.

- We have spent a lot of time making sure that all the required software is loaded on each system. Please ensure that you do **not** delete any files that are not your own.

- Under no circumstances are the default settings for the screen to be changed.

- Please do **not** password protect the screensaver. Do **not** save any images onto the desktop as a background.

- Please do **not** delete any icons that are on the desktop. Neither should you add any icons.

- Each user must save his/her work onto a disk, where all his/her files are to be saved. Do **not** save anything onto the hard disk, as we cannot guarantee that material will not be deleted.

- Users must **never** take disks home or use them in their own computers.

- Disks from outside Irish Colleges Training Centre should **never** be used in our systems.

- Do **not** put your own labels on disks.

- It is important that viruses are kept off our systems. Use anti-virus software to check your disk(s) periodically.

- Make two copies of important files.

- When using the Laser printers, colour paper must **never** be used and only final documents should be printed.

- When using the computers, lecturers must only use the application packages that are relevant to their course.

- Under no circumstances may a friend or non-Irish Colleges Training Centre person use the College IT facilities.

- Lecturers are not to use the computer facilities for extra curricular activities i.e. work for clubs, friends or family.

Internet Rules:

- To login to Internet everyone will be issued with a user name and password. This will be used to monitor web usage i.e. sites visited, time on-line etc. Abuse of this facility may result in your access being denied. The password is your responsibility, so it should be kept confidential.
  N.B. Ensure the 'remember password' is never ticked when logging in.

- Accepted Usage Policy (see usage policy page).

- No file-downloading unless specifically directed by the IT department.

- Use of instant messengers is discouraged and you must ensure they do not automatically load at logon.

- Irish Colleges Training Centre has the facility to **monitor all Internet activity**. Your web activity will be monitored on a daily basis.

- Any Internet rules not adhered to may result in your privileges being denied or possibly more serious action taken.

- The Internet is being made available to lecturers in and out of class times for the purpose of being used as a teaching resource. The college will not tolerate internet usage that would bring a lecturer to undesirable / offensive websites. Viewing and downloading offensive / adult material is strictly forbidden.

Printing Rules:

- Only print documents when they are fully checked and finished.

General House-keeping Rules:

- No food or drink is allowed in the computer rooms.

- Swivel chairs are not to be tampered with.

APPENDIX 2:

MODULE ASSESSMENT QUESTIONNAIRE

Irish Colleges Training Centre
Module Assessment Questionnaire

<u>Course Evaluation</u>

Course Title:

Lecturer Name(s):

Commencement Date:

Question 1:   How would you rate the overall content and structure of the course?

1 Poor	2 Average	3 Good	4 Very Good	5 Excellent

Question 2:   How would you rate the content, structure and presentation of the individual modules on your course?

	1 Poor	2 Average	3 Good	4 Very Good	5 Excellent
Standard of Presentation					
Practical Exercises					
Lecturer / Teaching Methods					
Handouts / Notes					
Room & Work Facilities					
Review Sessions					
Participation / Encouragement to Express Views					
Discussion					

Question 3: *Do you think the lecture length is –*

                         Too short   *Okay*   *Too long*

Question 4: *What time would you prefer the class to start?*

                         18.00   *18.15*   *18.30*

Question 5: *What aspects of this course have you found particularly beneficial?*

_____
_____
_____
_____
_____
_____

Question 6: *What changes, if any, would you make to this course?*

_____
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_____

Question 7: *Are there any other comments you would like to make generally about the College, lecturing methods, facilities etc?*

_____
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_____

Question 8: *Are there any other courses you would be interested in undertaking at the College or have you any suggestions for new courses that should be developed for the future?*

_____
_____
_____
_____
_____
_____

APPENDIX 3:

HARVARD REFERENCING SYSTEM

Irish Colleges Training Centre
Harvard Referencing System

INTRODUCTION:
- All statements, opinions, conclusions etc. taken from another writer's work should be cited, whether the work is directly **quoted, paraphrased or summarised**.

- In the Harvard System cited publications are referred to in the text by giving the author's surname and the year of publication (see section 1, **Citation in the Text**) and are listed in a bibliography at the end of the text (see section 2, **References a the end of a piece of work**).

ORIGINATORS/AUTHORS:
- The person or organisation shown most prominently in the source as responsible for the content in its published form should be given.

- For anonymous works use 'Anon' instead of a name.

- For certain kinds of work, e.g. dictionaries or encyclopaedias, or if an item is the co-operative work of many individuals, none of whom have a dominant role, e.g. videos or films, the title may be used instead of an originator or author.

DATES:
- If an exact year or date is not known, an approximate date preceded by 'ca.' may be supplied and given in square brackets. If no such approximation is possible, that should be stated, e.g. [ca.1750] or [no date].

- All examples are fictitious and any resemblance to existing works is coincidental.

SECTION 1: CITATION IN THE TEXT:

Quotations
- As a general rule in the College, if the quote is less than a line it may be included in the body of the text in quotation marks. Longer quotations are indented and single-spaced, quotation marks are not required. For citations of particular parts of the document the page numbers etc. may be given after the year in parentheses. (British Standards Institution 1989, p.2).

Summaries or Paraphrases
- Give the citation where it occurs naturally or at the end of the relevant piece of writing.

Diagrams or Illustrations

- Should be referenced as though they were a quotation if they have been taken from a published work.

- If details of particular parts of a document are required, e.g. page numbers, they should be given after the year within the parentheses.

RULES FOR CITATION IN TEXT FOR PRINTED DOCUMENTS ALSO APPLY TO ELECTRONIC DOCUMENTS EXCEPT WHERE PAGINATION IS ABSENT:

- If an electronic document does not include pagination or an equivalent internal referencing system, the extent of the item may be indicated in terms such as the total number of lines, screens, etc., e.g. "[35 lines]" or "[approx. 12 screens]".

EXAMPLES:

- If the author's name occurs naturally in the sentence the year is given in parentheses:
  In a popular study Harvey (1992, p.27) argued that we have to teach good practices…
  As Harvey (1992, p.27) said, "good practices must be taught" and so we…
  Academic Services, Bournemouth University May 2004

- If the name does not occur naturally in the sentence, both name and year are given in parentheses:
  A more recent study (Stevens 1998, p.468) has shown the way theory and practical work interact.
  Theory rises out of practice, and once validated, returns to direct or explain the practice (Stevens 1998, p.468).

- When an author has published more than one cited document in the same year, these are distinguished by adding lower case letters (a,b,c, etc.) after the year and within the parentheses:
  Johnson (1994a, p.31) discussed the subject…

- If there are two authors the surnames of both should be given:
  Matthews and Jones (1997, p.121) have proposed that…

- If there are more than two authors the surname of the first author only should be given, followed by *et al.*:
  Office costs amount to 20% of total costs in most business (Wilson *et al.* 1997, p.73)
  (A full listing of names should appear in the bibliography.)

- If the work is anonymous then 'Anon' should be used:
  In a recent article (Anon 1998, p.269) it was stated that…

- If it is a reference to a newspaper article with no author the name of the paper can be used in place of 'Anon':
  More people than ever seem to be using retail home delivery (The Times 1996, p.3)
  (You should use the same style in the bibliography)

- If you refer to a source quoted in another source you cite both in the text:
  A study by Smith (1960 cited Jones 1994, p.24) showed that…

(You should list only the work you have read, i.e. Jones, in the bibliography.)

- If you refer to a contributor in a source you cite just the contributor:
  Software development has been given as the cornerstone in this industry (Bantz 1995, p.99).
  (See Section 2 below for an explanation of how to list contributions (chapters in books, articles in journals, papers in conference proceedings) in the bibliography)

- If you refer to a person who has not produced a work, or contributed to one, but who is quoted in someone else's work it is suggested that you should mention the person's name and you must cite the source author:
  Richard Hammond stressed the part psychology plays in advertising in an interview with Marshall (1999, p.67).
  "Advertising will always play on peoples' desires", Richard Hammond said in a recent article (Marshall 1999, p.67).
  (You should list the work that has been published, i.e. Marshall, in the bibliography.)

SECTION 2: REFERENCES AT THE END OF A PIECE OF WORK

At the end of a piece of work list references to documents cited in the text. This list may be called a Bibliography or more commonly References.

- In the Harvard System, the references are listed in alphabetical order of authors' names. If you have cited more than one item by a specific author they should be listed chronologically (earliest first), and by letter (1993a, 1993b) if more than one item has been published during a specific year.

- Whenever possible, elements of a bibliographical reference should be taken from the title page of the publication.

- Each reference should use the elements and punctuation given in the following examples for the different types of published work you may have cited.

Reference to a Book
Author's Surname, INITIALS., Year of publication. *Title*. Edition (if not the first). Place of publication: Publisher.

Mercer, P.A. and Smith, G., 1993. *Private viewdata in the UK*. 2nd ed. London: Longman.

Reference to a Contribution in a Book
Contributing author's Surname, INITIALS., Year of publication. Title of contribution. Followed by *In:* INITIALS. Surname, of author or editor of publication followed by ed. or eds. if relevant. *Title of book*. Place of publication: Publisher, Page number(s) of contribution.

BANTZ, C.R., 1995. Social dimensions of software development. *In:* J.A. ANDERSON, ed. *Annual review of software management and development.* Newbury Park, CA: Sage, 502-510.

Reference to an Article in a Journal
Author's Surname, INITIALS., Year of publication. Title of article. *Title of journal*, Volume number and (part number), Page numbers of contribution.

Evans, W.A., 1994. Approaches to intelligent information retrieval. *Information processing and management,* 7 (2), 147-168.

Reference to a Newspaper Article
Author's Surname, INITIALS., (or NEWSPAPER TITLE,) Year of publication. Title of article. *Title of newspaper,* Day and month, Page number/s and column number.

Independent, 1992. Picking up the bills. *Independent,* 4 June, p.28a.

Reference to a Map
Originator's Surname, first name or initials, (may be cartographer, surveyor, compiler, editor, copier, maker, engraver, etc.) year of publication. *Title*, Scale (should be given normally as a ratio) Place of publication: Publisher.

Mason, James, 1832. *Map of the countries lying between Spain and India*, 1:8,000,000. London: Ordnance Survey.

Reference to a Conference Paper
Contributing Author's Surname, INITIALS., Year of publication. Title of contribution. Followed by *In:* INITIALS. Surname, of editor of proceedings (if applicable) followed by ed. *Title of conference proceedings* including date and place of conference. Place of publication: Publisher, Page numbers of contribution.

Silver, K., 1991. Electronic mail: the new way to communicate. *In:* D.I. Raitt, ed. *9th international online information meeting, 3-5 December 1990 London.* Oxford: Learned Information, 323-330.

Reference to a Publication from a Corporate Body (e.g. a Government Department or Other Organisation)
NAME OF ISSUING BODY, Year of publication. *Title of publication.* Place of publication: Publisher, Report Number (where relevant).

UNESCO, 1993. *General information programme and UNISIST*. Paris: Unesco, (PGI-93/WS/22).

Reference to a Thesis
Author's Surname, INITIALS., Year of publication. *Title of thesis.* Designation, (and type). Name of institution to which submitted.

Agutter, A.J., 1995. *The linguistic significance of current British slang.* Thesis (PhD). Edinburgh University.

Reference to a Patent
Originator, (name of applicant) Year of publication. *Title of patent.* Series designation which may include full date.

Philip Morris INC., 1981. *Optical perforating apparatus and system.* European patent application 0021165 A1. 1981-01-07.

Reference to a Video, Film or Broadcast
Title, Year. (For films the preferred date is the year of release in the country of production.) Material designation. Subsidiary originator. (Optional but director is preferred, SURNAME in capitals) Production details – place: organisation.

Macbeth, 1948. Film. Directed by Orson WELLES. USA: Republic Pictures.

Birds in the Garden, 1998. Video. London: Harper Videos.

Programmes and Series:
The number and title of the episode should normally be given, as well as the series title, the transmitting organisation and channel, the full date and time of transmission.

Yes, Prime Minster, Episode 1, The Ministerial Broadcast, 1986. TV, BBC2.1986 Jan 16.

News at Ten, 2001. Jan 27. 2200 hrs.

Contributions:
Individual items within a programme should be cited as contributors.

Blair, Tony, 1997. Interview. *In: Six O'clock News.* TV, BBC1. 1997 Feb 29. 1823 hrs.

Section 3: Electronic Material

The recommendations in this document follow best practice in referencing electronic resources.

Reference to Web Pages / Sites and e-Books
Author's / Editor's Surname, INITIALS., Year. *Title* [online]. (Edition). Place of publication, Publisher (if ascertainable). Available from: URL [Accessed Date].

HOLLAND, M., 2004. *Guide to citing Internet sources* [online]. Poole, Bournemouth University. Available from:
http://www.bournemouth.ac.uk/library/using/guide_to_citing_internet_sourc.html
[Accessed 4 November 2004].

Reference to e-Journals
Author's Surname, INITIALS., Year. Title. *Journal Title* [online], volume (issue), location within host. Available from: URL [Accessed Date].

Korb, K.B., 1995. Persons and things: book review of Bringsjord on Robot-Consciousness. *Psycoloquy* [online], 6 (15). Available from: http://psycprints.ecs.soton.ac.uk/archive/00000462/ [Accessed 20 May 2004].

Reference to Mailbase / Listserv e-Mail Lists
Author's Surname, INITIALS., Day Month Year. Subject of message. *Discussion List* [online] Available from: list e-mail address [Accessed Date].

Brack, E.V., 2 May 2004. Re: Computing short courses. *Lis-link* [online]. Available from: jiscmail@jiscmail.ac.uk [Accessed 17 Jun 2004].

Jensen, L.R., 12 Dec 1999. Recommendation of student radio/tv in English. *IASTAR* [online]. Available from: LISTSERV@FTP.NRG.DTU.DK [Accessed 29 Apr 2004].

It should be noted that items may only be kept on discussion group servers for a short time and hence may not be suitable for referencing. A local copy could be kept by the author who is giving the citation, with a note to this effect.

Reference to Personal Electronic Communications (e-mail)
Sender's SURNAME, INITIALS. (Sender's e-mail address), Day Month Year. *Subject of Message*. e-Mail to Recipient's INITIALS. Surname (Recipient's email address).

Lowman, D. (deborah_lowman@pbsinc.com), 4 Apr 2000. *RE: ProCite and Internet Refere.* e-Mail to P. Cross (pcross@bournemouth.ac.uk).

Reference to CD-ROMs and DVDs
This section refers to CD-ROMs which are works in their own right and not bibliographic databases.

Author's Surname, INITIALS., Year. *Title* [type of medium CD-ROM]. (Edition). Place of publication, Publisher (if ascertainable). Available from: Supplier/Database identifier or number (optional) [Accessed Date] (optional).

Hawking, S.W., 1994. *A brief history of time: an interactive adventure.* [CDROM]. Crunch Media.

RELATED TOPICS
Remember that you must acknowledge your source every time you refer to someone else's work. Failure to do so amounts to **plagiarism**, which is against the college rules and is a serious offence.