



STUDENT HANDBOOK 2025-2026

Dear Student

Welcome to Irish Colleges Training Centre. I hope your period of study will be both enjoyable and rewarding.

The following information has been compiled to assist you both at the beginning and during your period of study with us. Please read the following pages carefully and retain for future reference.

Should you require further information or explanation, please contact Ms Gearoid Casey (College Administrator) or Mr Glen Anderson (College Director).

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

A handwritten signature in blue ink, which appears to read 'Glen Anderson', is placed on a light yellow rectangular background.

Glen Anderson
College Director

Irish Colleges Training Centre

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- *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 via the College notice board.*

SECTION A:

COLLEGE

INFORMATION

Irish Colleges Training Centre Administration

| | |
|--|---|
| Name of College: | Irish Colleges Training Centre |
| Address: University Business Complex, Roselawn House, National Technology Park, Castletroy Co. Limerick | Irish Colleges Training Centre |
| 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 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

SECTION B:

HEALTH AND

SAFETY

Irish Colleges Training Centre

Health and Safety

Health & Safety at Work Act 1989

- It is the policy of Irish Colleges Training Centre to comply with the Health & 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 staff, students and all others who may use the college.

Health & Safety Guidelines

- Every student is required to make himself / herself familiar with the College's general Health and Safety guidelines, including those specific guidelines relating to the use of the Reception and computer laboratories. Copies of the guidelines are held in Reception.

Fire Drill

- A Fire Drill will be held early in the year so that students will be familiar with College fire procedures.
- Instructions in the event of fire:
 - Report fire immediately to Reception in person or by phone by dialling 061 592195.
 - Evacuate the building via the designated fire escape.
 - Do not attempt to fight fire yourself, leave it to the experts.
 - As soon as you hear the fire alarm bell, close all doors and windows behind you and leave the building as quickly as possible. Follow the instructions of lecturers and the College Administrator. Do not delay to collect books or bags. Do not panic or run.
 - Do not return to the College for anything and do not allow anyone else to return to the College until the all-clear has been given by the Administrator.

Assembly Points and Emergency Exits

- When Irish Colleges Training Centre is being evacuated all students should meet their lecturers on **Car Park adjacent to Roselawn House** to await further instructions. Students should remain there until told to disperse by the College Administrator.

Fire Prevention

- The vast majority of fires are caused by faulty or misused electrical installations and equipment. More than 30% of fires are started in this way. The second most frequent cause is carelessness on the part of smokers (at least 20%).
- At the end of every day check the following:
 - Computers and all equipment are switched off and plugged out as advised by your Lecturer.
 - Doors and windows are shut properly and lights are switched off (the third most frequent cause of fire is malicious arson on the part of unknown intruders).

Personal Belongings / Lost and Found

- Any items found unattended within the College should be brought to Reception. Such items will be held for a period of one month and then disposed of if not claimed by the owner.
- Students must take great care not to leave coats, purses, bags, mobile phones, books and notes unattended. The college does not take responsibility for any belongings lost or stolen on the premises.
- Should you discover any unattended items that look out of place or in suspicious circumstances, do not touch or move them. Please advise reception.
- Do not accept packages or parcels, bags etc, from someone unknown to you. Report the matter immediately to reception.
- There are security cameras installed in various locations throughout the college. They are there to enhance our overall security system, and afford a higher level of individual protection.
- Parts of the college share a public right of way. Should you see anyone causing distress or concern to any student or staff member please contact reception in person or by telephone.

First Aid

- There are a number of staff who are qualified to administer first aid. In case of illness / accident please notify reception immediately and they will alert the appropriate people.
- Should any student have an accident or suffer injury, however minor, he / she must report the matter to the reception team as soon as possible.
- Should you discover anyone who has had an accident or seems unwell please advise any member of the lecturing team or reception staff in person.
- First Aid kits and blankets are kept in the reception area.
- Any student who suffers from any particular illness or condition should inform reception; details of same will be held in the student's file and will be treated in the strictest confidence in accordance with current data protection legislation.

Duties and Responsibilities of Students of Irish Colleges Training Centre:

- To take reasonable care of their own safety, health and welfare and any other persons who might be affected by their acts or omissions.
- To co-operate with staff and management in order to enable them to comply with statutory obligations.
- To report without undue delay any defects of equipment, which might endanger health, safety and welfare.
- To never intentionally or recklessly interfere with or misuse any equipment provided to ensure safety e.g. fire extinguishers, fire alarms etc.
- To avoid any act or omission, which would be a source of danger to themselves or others.

SECTION C:

FACILITIES AND SERVICES

Irish Colleges Training Centre Facilities and Services

Irish Colleges Training Centre

- During term time, the College is open from:
 - 09:00 to 17:30 Monday to Friday
 - Closed on Saturday & Sunday
- Lecture rooms and computer laboratories will be made available for study. See college notice board for details or contact Reception

Student Services (Reception)

- The facilities provided by Student Services include:
 - Photocopying (10 cent per page)
 - Signing of USIT forms, child benefit forms, etc.
 - Printing (10 cent per page)

Reading & Computer Resources

- The use is restricted to current full-time and part-time students and staff of Irish Colleges Training Centre.
- Strict silence must be maintained at all times in the building. Smoking, eating and drinking are strictly forbidden in the rooms.
- Opening hours: 3.45pm to 8.00pm Monday to Thursday.
- Should a student require assistance in locating relevant reading / reference material he / she should ask Reception for assistance.

Reception

- The reception area is the focal point for most activities within the college. It is staffed by members of our team from 09:00 to 17:30 Monday to Friday.
- All fee payments should be paid at Reception by given deadlines.
- Requests for references should be made in writing to Reception.
- Should it be necessary for you to meet the College Administrator / Manager or Director, appointments should be made at Reception.
- For full-time students, all notes explaining absence should be handed in to Reception and marked for the attention of the appropriate Director of Studies prior to or immediately after absence. The note **must** include the following details: name, class, date and time of absence and reason for absence.

Student Placement

Irish Colleges Training Centre may arrange job interviews for successful part-time / full-time students on completion of their studies through Irish Colleges Training Centre Recruitment Service. Positions have been gained in the following sectors:

- Business
- Office & Administration
- Information Technology
- Travel
- Tourism
- Hospitality
- Marketing
- Media
- Childcare

Irish Colleges Training Centre Recruitment Service also offers advice and guidance to all students both full and part-time when seeking a job change or when preparing for interview. Appointments to discuss recruitment issues should be made at Reception.

Mock Interviews

- We believe that good planning and preparation are the keys to being successful in an interview. We advise people to get as much practice as possible prior to interview.
- We offer a mock interview session to all full-time students and part-time students on administrative programmes during the academic year. Students will then be given constructive feedback and advice on how to present themselves and their CV to secure that position.

Job Placement

- Students will get the opportunity to go for interview(s). As part of their course students will get appropriate interview training, but the success of the interview depends on the individual's preparation, skills, training and his / her ability to communicate effectively.
- While students will receive assistance in the preparation of curricula vitae, it is each student's individual responsibility to ensure that his / her CV is accurate, free of errors and up-to-date at all times.
- Employers contact Irish Colleges Training Centre Recruitment Service for staff on a regular basis. A limited number of CVs are forwarded to the employer. The selection of CVs is based on students' personality, skills, aptitude, performance and suitability for the position in question. On receipt of the CVs the employer decides which students he / she wishes to interview. The interviews are normally arranged by Irish Colleges Training Centre Recruitment Service.
- When an interview has been arranged for a student and the student cannot attend on the particular date and time, he / she must immediately inform Irish Colleges Training Centre Recruitment Service and / or the potential employer. Students failing to do so will be removed from the placement list and will not be considered for future job opportunities.
- Those students who gain employment, whether through Irish Colleges Training Centre Recruitment Service or otherwise, must inform the College so that their name is removed from the job seekers list.
- Irish Colleges Training Centre Recruitment Service offers a continual job placement service to all its graduates. You should email your up-to-date CV to the College if you are job hunting after you leave the College.
- It is the responsibility of the student to keep in regular contact with Irish Colleges Training Centre Recruitment Service when seeking employment.

SECTION D:

COMMUNICATION

Irish Colleges Training Centre Communication

College Notice boards

- Students should regularly check all notice boards for information on timetables, examinations, fees and job vacancies.
- The College notice boards constitute the official mechanism through which details of examinations dates / times / venues / fees will be communicated and the onus is on the student to check the notice boards on a regular basis.

Personal Calls

- As a general rule students will not be called to the telephone at reception. Messages concerning students will be posted on the relevant class notice board.
- Only in exceptional circumstances will the administrative staff call a student from a lecture to take a telephone call.
- With the exception of emergencies, students may not make outgoing calls from the College.

Enquiry and Complaint Procedure

- In general any request by a student or parent for an appointment with a member of the staff should be accompanied by a brief explanation in writing, detailing the reason for the request and any other relevant information. This enables the relevant member of staff to respond more efficiently to the enquiry.
- Difficulties that arise in class should be resolved between the people concerned.
- If the issue still remains unresolved, the student(s) may wish to make an appointment to see the relevant Director of Studies. This should be done through Reception and should be accompanied by a brief explanation in writing, detailing the reason for the request and any other relevant information. This enables the relevant member of staff to respond more efficiently to the enquiry.
- In the event of the relevant Director of Studies being unable to resolve the issue, the matter will be referred to the College Manager and / or Director.

SECTION E:

**COLLEGE RULES
AND POLICIES**

Irish Colleges Training Centre

College Rules and Policies

- Every student must maintain satisfactory attendance. The minimum attendance deemed to be satisfactory is 85%. There are specific attendance requirements for international students who hold study visas. The minimum attendance deemed to be satisfactory by the Garda Immigration Service is 85%. International students who do not meet this requirement may face difficulties in renewing their study visas or have their visa cancelled by Immigration.
- Students must complete assignments and homework as assigned by lecturers within the appropriate time scale.
- In accordance with the provisions of the Public Health (Tobacco) Act 2002 and the Tobacco Smoking (Prohibition) Regulations 2003, smoking is prohibited in all parts of the college.
- Smoking, the consumption of alcohol and / or the use of illegal substances on the college premises shall result in the application of disciplinary procedures which may result in expulsion from the college.
- Students must advise reception, in writing, of any change of address.
- Students are personally responsible for determining and meeting with all examination entry requirements, i.e. dates, times and locations of examinations and are subject to the appropriate examination regulations.
- Posters and notices may only be displayed on the appropriate notice boards with management approval.
- Chewing gum and / or tobacco is forbidden on college premises and anyone found disobeying this rule will be liable to a €20 on-the-spot fine.
- Students are asked not to congregate in the public areas within the buildings or to loiter or smoke on the pavement outside the main door or in the enclosed area at the rear entrance of the College.
- The College must be consulted in advance if any student clubs or committees intend to organise events in the name of Irish Colleges Training Centre. Advance notice is required for insurance purposes.
- The College does not accept responsibility for any loss of personal property irrespective of where such property was left. Students should report any loss to Reception.

- The College reserves the right not to send students for interviews or work experience at the end of their course, if their attendance, conduct and / or general attitude is not considered appropriate / satisfactory.
- Students are subject to the Code of Discipline and other regulations, including safety regulations, which may be in force at the time, including those laid down by the College and those governing the buildings and facilities such as computer laboratories, Reception and multi-purpose hall.

Attendance & Punctuality

- The minimum attendance deemed to be satisfactory by the College is 85%. The nature of the subjects taken at Irish Colleges Training Centre is such that the student who forms a casual attitude to attendance will run into increasing difficulties as the year progresses. Irish Colleges Training Centre submit **monthly attendance reports** to the local GNIB Office, Henry Street, Garda Station.
- The primary responsibility for attendance rests with the student. Students with levels below the minimum stated shall be referred to the Director of Studies / Further Education Course Co-ordinator / College Administrator for consultation. If there is no improvement, a meeting with the fee-paying agent will be arranged. The right to continue a course of study will be revoked if a satisfactory level of attendance is not achieved.

The Irish Department of Justice, Equality & Law Reform requires that all Non-EU visa required students must maintain a **minimum attendance rate of 85%** in order to satisfy the conditions of their student visas. Students' attendance is monitored throughout the year and **it is your responsibility** to ensure that your attendance is recorded accurately. TMS system operates throughout the campus and is available at all lecture venues.

If you have a valid reason for non-attendance, you are required to provide an explanation along with any relevant documentation to your course administrator and a copy to the Director of Studies. If your non-attendance is due to **medical reasons**, you must submit a **Medical Certificate** from a doctor who is registered and approved by the **Irish Medical Council**. Certified or documented absences will not affect your attendance record.

Poor attendance will result in the College sending a **formal written warning** to your home address and persistent unsatisfactory attendance may lead to the **termination of your place** in Irish Colleges Training Centre. The College is also required to report poor attenders to the **Irish Naturalisation & Immigration Service (INIS) and/or GNIB**.

If you go to the INIS to extend your student visa and your attendance rate is **below 85%**, you may face one of the following consequences:

- Your **INIS Card/ 'Green Card'** will be taken from you by the INIS and your visa will only be extended for as little as **one month** until your attendance rate improves.
- and/or-
- Your **passport will be held** by the INIS and your visa will only be extended for as little as **one month** until your attendance rate improves.

or

- Your **passport** will be withheld and procedures will be instigated by the INIS for your deportation.

If this occurs, you should obtain legal representation immediately to seek a court injunction to stop the progression of the Ministerial Order for deportation. Please note that the College will no longer be able to offer assistance at this stage.

If you are unable to attend a class for **cultural/religious reasons**, e.g. due to a **religious holiday**, please contact your **Director of Studies** for **permission** to be excused. The College is flexible with regard to time off for religious holidays etc. but you must get permission from your faculty before you miss classes, otherwise your overall attendance rate will be affected.

If students wish to travel home during term time, their overall attendance rate may be adversely affected. Therefore, Irish Colleges Training Centre reserves the right to withhold the necessary letters required by students to assist them with their travel arrangements should their period of travel overlap with their academic timetable.

Students are not only required to attend, but also to **participate** in all classes. To ensure appropriate participation, students are expected to equip themselves with any materials (such as text books, manuals, notebooks, pens, paper etc.) stipulated by the lecturers/faculty as essential to the programme of study. Persistent **unsatisfactory participation** may lead to the termination of your place in the College, as with persistent non-attendance.

If you require further information or advice about any of these issues, please contact the International Office or your faculty.

Punctuality

You are required to be present at the appointed start time for all of your classes. If you are late for a class and your attendance is not recorded, your overall attendance rate will be affected. Students that arrive in excess of 10 minutes after the scheduled commencement of class will not have their attendance recorded and will be marked absent.

College Policy on Absenteeism & Expulsion

Verbal Warning

- When a student's weekly or average attendance falls below the required 85%, the International Officer will send a notice to the student at the last known address requesting him / her to attend the College at a stated time and date to discuss his / her attendance.
- At this meeting a verbal warning will be issued, outlining the corrective action needed to be taken by the student. This will be recorded in the student file and a letter issued to the student outlining the corrective action required and demanding a substantial improvement in attendance within seven days. The failure of a student to make himself / herself available for a meeting will constitute a breach of the regulations and constitute a warning in itself.

First Written Warning

- If a student fails to show any improvement in attendance arising from his/her verbal warning, he / she will be issued with a formal written warning, which will be placed on his / her student file.

Final Written Warning

- If poor levels of attendance continue, a second letter is sent to the student outlining his / her unsatisfactory attendance and his / her failure to make any improvement. The letter invites the student to attend the college within **forty-eight hours** or the process of de-registration will begin. If the student attends he / she will be issued with a written warning. This will be attached to his / her file. The student will have to **strictly** meet any requirements outlined for the **remaining duration** of the course to avoid de-registration. If the student fails to attend the college within forty-eight hours of the second letter, the process of de-registration will begin.

De-Registration

- If a student fails to abide by the agreed terms of the final warning or does not make himself / herself available for the requested meetings, the student will be sent a letter informing him / her that in seven days time he / she will be removed from the college register and expelled. The student's file is then sent to the Immigration Office with a letter informing them of the College's decision. Students do have five working days to appeal in writing against the decision.
- Once this process is complete the college accepts no further responsibility for the student. A letter explaining the circumstances is also sent to the student concerned. **Under no circumstances are fees refundable.**

Holidays & Breaks

No unscheduled breaks are permitted except in documented cases of illness or close family bereavement. In the event of a student requiring leave during the programme, the student must complete an Authorised Absence Form which can be found at Reception.

This form must be approved and signed by their Director of Studies before being submitted to Reception.

Each application is given due consideration and is dealt with on a case by case basis. Irish Colleges Training Centre will always endeavour to accommodate the student's requirements where possible. The criteria for accepting or refusing a request are as follows:

1. Necessity of the requested leave
2. Impact on completion of the programme
3. Timing of the requested leave
4. Length of the requested leave

If the Director of Studies refuses to approve the leave, the student can then contact the College Director to appeal this decision. The College Director's decision is final.

Sick Leave

If you have a valid reason for non-attendance, you are required to provide an explanation along with any relevant documentation to your course administrator and a copy to the International Office. If your non-attendance is due to **medical reasons**, you must submit a **Medical Certificate** from a doctor who is registered and approved by the **Irish Medical Council**. Certified or documented absences will not affect your attendance record.

Students who are unable to attend college due to sickness must contact the College reception prior to 13:00 on the first day of sickness to explain the problem. Students who are unable to attend college for 1 or more days must produce a medical certificate which confirms non-attendance due to sickness. This certificate must be handed in to the College Administrator/International Officer on the day that the student returns to college.

End-of-programme Examinations

All students are required to complete a Student Learning Agreement letter at registration which gives Irish Colleges Training Centre consent to release results to parents or sponsors on request and also to INIS.

IELTS Preparation

All students must complete an IELTS exam as an end-of-course exam for this programme. Students must sign an agreement with Irish Colleges Training Centre at the start of their programme where they state that they accept that this exam is a mandatory part of their programme.

The ELS Director of Studies will make arrangements for students to take IELTS exams at the end of the course. However, Students are also free to schedule this exam at a time which is preferred to them. All students must submit evidence of completion of this exam to Irish Colleges Training Centre. This is agreed in writing at the start of the programme.

Cambridge English Preparation Programmes

All students must complete a Cambridge English exam as an end-of-course exam for this programme. Students must sign an agreement with Irish Colleges Training Centre at the start of their programme where they state that they accept that this exam is a mandatory part of their programme. Cambridge English Examination Preparation is offered for the following programmes:

- Cambridge English: First (FCE)
- Cambridge English: Advanced (CAE)
- Cambridge English: Proficiency (CPE)
- Cambridge English: Business Certificates (BEC)

The ELS Director of Studies will make arrangements for students to take Cambridge English exams at the end of the course. However, Students are also free to schedule these exams at a time which is preferred to them. All students must submit evidence of completion of this exam to Irish Colleges Training Centre. This is agreed in writing at the start of the programme.

TIE Examinations

All students must complete an TIE exam as an end-of-course exam for this programme. Students must sign an agreement with Irish Colleges Training Centre at the start of their programme where they state that they accept that this exam is a mandatory part of their programme.

The ELS Director of Studies will make arrangements for students to take TIE exams at the end of the course. However, Students are also free to schedule this exam at a time which is preferred to them. All students must submit evidence of completion of this exam to Irish Colleges Training Centre. This is agreed in writing at the start of the programme.

Complaints & Grievances

Confidentiality

Complaints shall be handled sensitively and with due consideration to confidentiality for both learners and staff. Any person named in a complaint shall be informed of the substance of the complaint and shall have the right to reply as part of the investigation. Information contained within the complaint shall be made available only to those members of staff involved in its resolution. The College Director, Department Head or Head of Service shall also be informed of the complaint.

Irish Colleges Training Centre will not tolerate any behaviour which is discriminatory, unwelcome, intimidating or offensive toward any student or member of staff. All staff and students are responsible for ensuring that discrimination or harassment does not occur at any level in Irish Colleges Training Centre. Ultimate responsibility however rests with management. Any student or course applicant who believes that he / she has been unequally treated or was not accorded a reasonable accommodation by the college has the right to complain regarding the alleged discrimination.

Procedure for Informal Complaints:

- A student or staff member who believes he / she is being discriminated against by another student or staff member should follow the guidelines below:
- **Step 1:** Tell the offender to desist, as his/her behaviour/words or actions are unwelcome. If they feel unable to do so, a member of staff may act on their behalf.
- **Step 2:** If this approach is unsuccessful then report the matter immediately to the College Administrator.
- **Step 3:** Where this is inappropriate, then the College Director should be informed and will mediate between the two parties.
- **Step 4:** Keep a note of all dates, offences and witnesses, if any.

Procedure for Formal Complaints:

- If the procedure for informal complaints is unsuccessful, then a formal written complaint may be made and referred to the College Administrator. A formal investigation will then be instigated under the following guidelines:
- The College Administrator will establish a review committee in order to determine the validity or otherwise of the complaint in question.
- The procedure for the establishment of the review committee will be as follows:
 1. A minimum of 3 people with both genders represented
 2. If the complainant or alleged offender is a student, then a student member of the equality committee must be a member of the investigation team
 3. If the complainant or alleged harasser is a member of staff, then a staff member of the equality committee must be a member of the investigation team
- The College Administrator will carry out the actual investigation and present findings to the review committee.
- The investigation will be carried out according to the following guidelines:
 - Immediate attention and priority coupled with assured confidentiality will be given to the investigation
 - A fair and objective hearing for all concerned
 - Discretion will be a priority while investigating the facts and seeking to find if other students have experienced similar harassment
 - The alleged offender will be given details of the allegation and an opportunity to respond.
- The College Administrator will deliver a written summation of the investigation to the registrar in the case of a student and the Chairman of the Board of Management in the case of a staff member.
- The review committee will determine whether the complaint is:
 - Valid
 - Invalid
 - Insufficient evidence available in order to reach a conclusion
 - Malicious. If malicious, appropriate disciplinary action will be recommended.
- The College Administrator will advise both parties of the result of the investigation.
- In the event where the complaint is found to be valid, then appropriate action may be taken. This may include the following:
 - Disciplinary action to immediately stop the offensive behaviour and prevent a repeat of the behaviour
 - Counselling recommended for both parties
 - Sanctions. These may include verbal warnings, written warnings, fine or dismissal. The type of sanction imposed will reflect the status of the individual and also on agreed conditions of service or contract.

- If either party is dissatisfied with the outcome of the review committee, they will have the right of appeal to the governing body. The appeal must be lodged within 30 days of formal notification or resulting action.

SECTION F:

CODE OF DISCIPLINE

Irish Colleges Training Centre

Code of Discipline

Introduction

- A Code of Discipline exists in order to have a professional academic environment within Irish Colleges Training Centre. The Code specifies the obligations and rights of students with regard to College Rules & Regulations (see Section E) and overall discipline within the College. It details major and minor disciplinary offences and describes the procedures to be followed in the cases of breaches of the Code.
- Infringements of the Code will be dealt with by the Disciplinary Committee which will consist of the following persons:
 - College Administrator
 - One member of academic staff
 - Student representative or nomineeDisciplinary Committee decisions are final.
- The Code of Discipline is applicable to **all** students of Irish Colleges Training Centre.

Obligations of Students

The Code outlines the obligations of students as follows:

- Each student is responsible for his or her own conduct and is expected to behave in such a manner which causes no disruption, damage or risk of damage to other students, staff or the College.
- There is no general right for students to bring members of the public onto the College property. They must wait in reception. In particular, only registered students of the College are permitted access to the computer and Reception facilities.
- Student identity cards remain the property of Irish Colleges Training Centre. It is a serious offence to misuse them and once issued to students they should be kept in a safe and secure place at all times. Students who lose their ID card must inform reception immediately the loss is discovered. A fee of €15 is payable for replacement. Students will be required to produce their ID card upon request from any of the College's management or lecturing team. Students who are unable to produce their identity card at examination sessions may not be allowed entrance to the examination hall.

Rights of Students

- The Code of Discipline and its contents do not affect the legal rights of students.
- In relation to the Code, no student will be charged twice with the same offence in relation to the same incident.
- In relation to major breaches of the Code, the student shall be advised in writing of the charge(s) made against him / her and the basic facts relating to the charge(s).
- In relation to major breaches of the Code, the student is permitted to speak on his / her own behalf, to call witnesses or ask questions of the person(s) making the charge(s) and have a representative of his / her choice at any meeting in relation to any breach of the Code of Discipline.

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 a member of staff 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 Further Education Course Co-ordinator and / or College Administrator 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 Reception materials, or of private property in Irish Colleges Training Centre (over €100 replacement value)
- Possession and use of offensive weapons
- Possession of illegal drugs
- Occupation of college buildings or grounds
- Interference with safety equipment, fire fighting equipment
- Any unauthorised tampering with Irish Colleges Training Centre hardware and / or software
- **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 Reception 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 G:

FEEES

Irish Colleges Training Centre

Fees

Course Fees

- All course fees must be paid **in full** on or before the commencement of each course.
- Should a student have to withdraw from a course due to illness, he / she should seek a meeting with the Director of Studies to discuss the completion of his / her studies at a later time.

Student Refund Policy - Course Fees

All course fees must be paid **in full** on or before the commencement of each course.

NON-EEA STUDENT REFUND POLICY

Refund Policy (Note: GNIB – Garda National Immigration Bureau):

Grounds for a refund or partial refund of fees:

1. Irish Study Visa extension refusal (for students who are not successful in obtaining their visa). Any application for a refund must be made in writing and must be accompanied by both a copy of the rejection letter from the GNIB and a copy of their passport stamped. Please note: the rejection letter issued by the GNIB will be evaluated by the College in-order to assess grounds for any refund. All original letters issued by the College along with the student's GNIB card must be returned to ICTC administration before any refund can be considered.
2. Illness or disability suffered after the student's enrolment has been confirmed. In any such instance, a doctor's certificate would be required to confirm.
3. Upon arrival to Limerick, should any student be refused access into Ireland for any reason, any application for a refund must be made in writing and be accompanied by both a copy of the rejection letter from the GNIB and a copy of their passport stamped. Please note: the rejection letter issued by the GNIB will be evaluated by the College in order to assess grounds for any refund.

Important:

1. A refund will only be granted in respect of fees which have been paid for the most recent year in which (a) or (b) occurs. There is no automatic right to a refund of fees if at any time, a student changes his/her mind about studying at ICTC.
2. After course commencement, any student requiring to submit a refund request for any reason other than those specifically detailed above (a, b or c) will be required to have achieved a minimum attendance of 85% in accordance with GNIB (student visa requirements) at the time of request.
3. If a student withdraws after course commencement no refund will be given.
4. All course cancellation/withdrawals must be made in writing using the College's "Tuition fees Refund" form before course commencement date.
5. If a Student changes their course of study during their semester, no refunds would be given where the revised course involves fewer subjects.
6. Where an offer was made on the basis of incorrect or incomplete information being supplied by the applicant or student, resulting in their visa being refused shall be

exempt from any form of refund. This includes detailing and informing the college of their previous immigration history/record.

7. Students having accepted an offer of a course place and not having travelled to Ireland, gives a minimum of four weeks written notice of an inability to undertake the course, all tuition fees paid are refundable, provided that the student provides evidence of the cancellation or expiration of his or her study visa to Ireland. The notice period is measured as four weeks before the notified commencement date of the course.
8. Whilst course commencement and completion dates are not expected to change, the College reserves the right to alter any previously detailed dates in order to facilitate or improve the provision of any course and any associated examination. Those changes will in no way affect the other terms and conditions of the student's contract with the Administration. Should a change be necessary, the administration will not be liable to provide any form of compensation or refund.
9. Bank Charges of €25.00 are levied to cover financial transaction costs per refund.
10. Courier charges €60.00 for the express shipment of documents to students.
11. Please note an Administration fee of €250 will be deducted from all refunds given.
12. All refunds requests will be processed within 60 days of the initial refund request. Refunds are considered by the College Director.

Conditions Determining Zero Refunds

1. A student, who withdraws from a course for whatever reason after teaching commences, will not be eligible for a refund.
2. A student whose visa is withdrawn subsequent to the granting of a visa will not be eligible for a refund unless there are extenuating circumstances.
3. Where an offer of a course place was made on the basis of documents which is subsequently proved to be fraudulent or misleading.
4. Students having accepted an offer of a course place and not having travelled to Ireland, without giving a minimum of four weeks written notice of an inability to undertake the course, will not be eligible for a refund.
5. A student whose entitlement to attend a programme is terminated due to academic misconduct or antisocial behaviour within the college, will not be eligible for a refund.
6. A student unable to continue or complete his/her studies because of having been in breach of government regulations governing his/her student status in Ireland will not be eligible for a refund.
7. A student, who is unable to continue or complete his/her studies because of having been convicted of a criminal offence in the jurisdiction of the Republic of Ireland, will not be eligible for a refund.

Refunds are only paid when evidence is provided by the student of the cancellation or expiration of his or her study visa to Ireland.

Refunds are denominated in the same currency as that in which the fees were originally invoiced. Payment is made to a designated bank account in the student's home country, except in exceptional circumstances.

Refunded fees are ideally transferred electronically through the international banking system to avoid delay.

Examination Fees

- Examination fees must be paid to Reception by the due date. Details of fees and payment date will be notified to students during the first term.
- Non-EEA students pursuing English language programmes will have the Examination fee included as part of the overall fee. The Director of Studies will Liaise directly with the students to book and set the respective examination.
- Students will not be entered for and therefore not permitted to sit examinations, if they have not paid the appropriate fee.
- Once students have been entered for an examination, fees cannot be refunded.
- Exam results will not be issued to a student if examination and / or course fees have not been paid in full.

Statement of Results

- All students should keep secure any statement of results, Certificates or Diplomas issued by the College or external examining bodies.
- In cases where a copy of a statement of results is requested and can be provided, the request must be made in writing, two week's notice must be given and a fee of €30 will be charged.
- Under no circumstances will the College re-issue a Certificate or Diploma or seek to have one re-issued by external examining bodies.
- Students seeking copies of syllabi and past examination papers of external examining bodies, having completed their course of study, must apply to Irish Colleges Training Centre in writing. It may not always be possible to provide the information requested.

SECTION H:

Accommodation

Irish Colleges Training Centre Accommodation

HOST FAMILY ACCOMMODATION



Spending a few weeks with an Irish family is probably the nicest possible introduction to a stay in Ireland. All our host families have been carefully selected, individually inspected and are continually monitored to ensure excellent standards. The majority of our host families have worked with us for many years. They make you feel welcome in the family home and you can practice English throughout your stay. Most host families live in a suburb of Limerick, just a 10-minute bus ride or 20-minute walk from the city centre and Irish Colleges Training Centre.

Standard host family accommodation provides

- Breakfast, packed-lunch/lunch & dinner, every day.
- The evening meal in the company of family members.
- Laundry facilities
- A relaxed and sociable atmosphere, whether conversing or watching television.
- A comfortable single bedroom, cleaned weekly.
- A change of bed sheets and towels once a week.
- A desk or table provided in the room. Alternatively, a quiet area to study elsewhere in the house.
- Adequate storage for clothes
- Access to a shower or bath once a day with an adequate supply of hot water and towels.
- Sufficient light and heat when necessary.
- No other student of the same mother tongue in the home (unless requested for couples, siblings or friends)
- Fresh food, varied from day to day.
- Wi Fi or internet access

If you are staying with a Host Family you should receive breakfast and an evening meal. Breakfast is normally juice, cereal, toast and tea or coffee. Your evening meal or dinner is normally eaten between 6pm & 7pm in Ireland and it usually consists of meat, fish, vegetables and potatoes. If you feel that you are not receiving the above, please contact the College Administrator immediately and they will try to help.

In the Host Family you are allowed to receive phone calls but you are not allowed to make phone calls from the Host Family's landline. Please respect this rule.

Living with an Irish family can sometimes be difficult due to cultural differences. Here is some useful information and a few tips to help you to adjust and understand Irish culture:

- Dinner is usually between 6pm & 7pm. Meals may only last 20 minutes. It is not part of our culture to spend a long time at the table. Some Irish families have the TV on during meals.
- Irish houses tend to have a lower temperature than what you may be used to.
- Irish people tend to ask a lot of questions. This is their way of making you feel welcome.
- Irish people are very courteous. They like to use "please" and "thank you" all the time. It is a good idea to try to do the same because otherwise you may sound rude and impolite without meaning to!

You will be advised of your host family address and details before your arrival in Ireland. You can arrive on either a Saturday or Sunday and depart on a Saturday or Sunday. If you wish to arrive on a week day, we will be happy to try to arrange this for you. Host Family Accommodation is available throughout the year. We do not provide host family accommodation during the Christmas Holiday period.

STUDENT APARTMENT ACCOMMODATION

Irish Colleges Training Centre will arrange and attempt to house students in purpose built student apartment accommodations. These usually consist of the following:

- Single en suite bedroom (bedroom including shower, washbasin & toilet)
- Fully-equipped kitchen for self-catering
- Access to laundry facilities in Student Village for a small fee per use
- A comfortable living room with television in your apartment
- Bed linen is provided (but not towels or toiletries)
- A desk in your room
- Adequate storage for clothes
- Electricity, Wi-Fi, water and waste disposal included in price



Other facilities include:

- | | |
|--|--|
| • Electrical Gold Shield Heating System | • Internet connection to each bedroom, online 24 hours a day |
| • Integrated telephone and intercom system | • Self service laundrette |
| • Fully addressable monitored fire protection system | • Night security patrols |
| • Computerised security access control | • Secure bicycle storage |
| • Full CCTV monitoring at security desk | • Full maintenance service |
| • Fully ventilated en-suite bathrooms | • Residential caretaker |
| • Colour television | • On-site village manager |

All of the Apartment complexes are located near

- shopping centres with supermarket,
- retail outlets
- state of the art leisure centres

They are a 20-minute walk to the city centre and a 15-minute walk to the Irish Colleges Training Centre.



SECTION I:

Arrival & Registration

Irish Colleges Training Centre

Arrival & Registration

Registration as an English or Irish language student

(Referenced: <http://www.inis.gov.ie/en/INIS/Pages/registration-study-language>)

To stay in Ireland to study the **English or Irish language** for longer than 90 days, you must apply in person at a registration office.

If successful, you'll be given permission to stay (subject to conditions) and registered with immigration.

Your exact preparations depend on your personal circumstances. Some of the most important are described below. Read this information carefully to make sure you have everything you need.

When you arrive in Ireland

Check your registration date

If you are allowed into Ireland, an immigration officer at border control will stamp your passport and then add a **date** to the stamp.

You must visit a registration office in person before this date to:

- Apply for permission to stay here, ie to study
- Register your details with immigration

If you don't get permission/register in time, you may have to leave the country.

Find a registration office

For offices outside Dublin City or county

You must go to the registration office nearest to where you live. Registration offices are located at Garda Síochána (police) stations around the country.

[See a list of regional registration offices](#)

You may need an appointment to visit a regional registration office. Contact your local office before you visit to check opening days & times.

When you register

Documents you will need to bring:

- Your passport
- An original Letter of Acceptance from a college/school confirming you have been accepted & enrolled (see note 1 below)
- Proof that your college/school provides learner protection (see note 1 below)
- Proof that you have paid college/school fees (see note 2 below)
- Proof that you have private medical insurance (see note 3 below)

If you did **not** need a [visa to come to Ireland](#), you must also prove that you can support yourself financially after you arrive here. You do this by showing you have direct access to:

- €3,000, if you are staying for more than 6 months (see note 4 below)
- €500 per month or €3,000 (in total) if you are staying 6 months or less

If any of these are missing, you cannot be given permission to stay and won't be registered.
[+ Click to view notes about documents](#)

Searching for a Part- Time Job

Many students in Ireland seek part time employment while studying in Ireland. Positions are advertised as follows: ·

- Student's notice board ·
- Daily Newspapers e.g. Evening Herald, Irish Independent, Irish Times, Examiner ·
- Shop Windows, Word of Mouth e.g. friends in your class in ICTC ·

Many students prepare a number of Curriculum Vitas/ Resumes, these are generally referred to in Ireland as a 'CV'. Students visit places of work (shops, garages, restaurants, fast food restaurants, hotels etc) in person and leave their CV for review.

Please note that you may be required to attend an interview for a position, if so, dress well and arrive early. ·

The following web sites are also a good source of job listings: www.fas.ie

www.idaireland.com

www.recruitireland.com

www.skillsbase.ie

www.nixers.com

www.jobshipireland.com

www.irishjobs.ie

www.monster.ie

To work in Ireland you need a PPS number

What is a PPS number?

Your Personal Public Service Number (PPS number) is a unique reference number that helps you access social welfare benefits, public services and information in Ireland.

Before you can be allocated a PPS number, you must show that you need one for [a transaction with a specified body](#). For example, if you are taking up employment, you need a PPS number to register with the Revenue Commissioners. However, looking for work is not a transaction with a specified body and [employers should not look for your PPS number when recruiting](#).

An employer should only seek a PPS number if you are actually taking up employment with the organisation.

You can find a list of State agencies that use PPS numbers to identify individuals on the [Department of Employment Affairs and Social Protection's website](#).

A PPS number is always 7 numbers followed by either one or two letters.

SECTION J:

**CONFIDENTIAL
COUNSELLING
SERVICES**

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| <p style="text-align: center;">Irish Colleges Training Centre Confidential Counselling Services</p> |
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- For some the transition into college can be a stressful time, the pressure of work and the prospect of examinations may become an event where feelings of stress become difficult to manage.
- Events in one's home life can also cause difficulties, which make the process of studying stressful.
- The College Administrator and Director of Studies are happy to discuss with parents, fee-paying agents and students any relevant topics they may want to discuss. Due to the various demands on time an appointment may sometimes be necessary.

SECTION K:

STUDENT EQUALITY POLICY

Irish Colleges Training Centre Student Equality Policy

- Irish Colleges Training Centre is fully committed to equality of educational access and attainment among students. Management will actively seek to develop and implement policies and procedures which promote equality and which avoid unfair discrimination on the grounds of age, disability, membership of the Traveller community, marital status, family status, gender, religion, social class, sexual orientation, race, colour, nationality or ethnic or national origins. Irish Colleges Training Centre regards equality as an essential component of quality assurance which has aimed at improving the quality of education and related services, while also ensuring the maintenance of proper academic standards.

General Provisions:

- Irish Colleges Training Centre will provide appropriate support mechanisms so as to promote optimum individual educational attainment, as measured by completion rates, examination performance and progression to higher-level degree and diploma courses.
- Irish Colleges Training Centre will promote equality of treatment of students in the conduct of examinations and in the provision of services to students.
- Irish Colleges Training Centre is committed to providing training on equality issues to staff to ensure a climate of equality with respect to students.
- Language used in giving both formal and informal guidance and advice to students shall underline the college's commitment to equality. Such language will be non-discriminatory.
- Selection for all courses and programmes will be on published course-related criteria. Interviews are conducted according to guidelines designed to avoid unfair discrimination.

Reasonable Accommodations:

- Students and potential students with recognised disadvantages or disability may be given special consideration. Information about such considerations will be made available to all potential applicants.
- Irish Colleges Training Centre will take reasonable steps to ensure that it does not place a student with a disability or a student covered by any of the nine grounds of Equality legislation at a substantial disadvantage compared to a non-disabled student. A substantial disadvantage is one that entails time, inconvenience, effort or discomfort compared to other people or students and which is more than minor or trivial.
- A reasonable accommodation is any action that helps alleviate a substantial disadvantage e.g. changing procedures, providing additional time at examinations.
- Each request for a reasonable accommodation will be determined on a case-by-case basis by the College Administrator in consultation with the Academic Registrar and, where appropriate, the College Director. Each applicant with a disability has a responsibility to provide documentation from acceptable professional sources that verifies the nature of the disability and any disadvantage arising from that disability. All disability records will be treated confidentially and each applicant will be treated with dignity and respect.

Complaints & Appeals:

- Irish Colleges Training Centre will not tolerate any behaviour which is discriminatory, unwelcome, intimidating or offensive toward any student or member of staff. All staff and students are responsible for ensuring that discrimination or harassment does not occur at any level in Irish Colleges Training Centre. Ultimate responsibility however rests with management. Any student or course applicant who believes that he / she has been unequally treated or was not accorded a reasonable accommodation by the college has the right to complain regarding the alleged discrimination.

Procedure for Informal Complaints:

- A student or staff member who believes he / she is being discriminated against by another student or staff member should follow the guidelines below:
 - **Step 1:** Tell the offender to desist, as his/her behaviour/words or actions are unwelcome. If they feel unable to do so, a member of staff may act on their behalf.
- **Step 2:** If this approach is unsuccessful then report the matter immediately to the College Administrator.
- **Step 3:** Where this is inappropriate, then the College Director should be informed and will mediate between the two parties.
- **Step 4:** Keep a note of all dates, offences and witnesses, if any.

Procedure for Formal Complaints:

- If the procedure for informal complaints is unsuccessful, then a formal written complaint may be made and referred to the College Administrator. A formal investigation will then be instigated under the following guidelines:
 - The College Administrator will establish a review committee in order to determine the validity or otherwise of the complaint in question.
- The procedure for the establishment of the review committee will be as follows:
 - A minimum of 3 people with both genders represented
 - If the complainant or alleged offender is a student, then a student member of the equality committee must be a member of the investigation team
 - If the complainant or alleged harasser is a member of staff, then a staff member of the equality committee must be a member of the investigation team
- The College Administrator will carry out the actual investigation and present findings to the review committee.
- The investigation will be carried out according to the following guidelines:
 - Immediate attention and priority coupled with assured confidentiality will be given to the investigation
 - A fair and objective hearing for all concerned
 - Discretion will be a priority while investigating the facts and seeking to find if other students have experienced similar harassment
 - The alleged offender will be given details of the allegation and an opportunity to respond.
- The College Administrator will deliver a written summation of the investigation to the registrar in the case of a student and the Chairman of the Board of Management in the case of a staff member.
- The review committee will determine whether the complaint is:
 - Valid
 - Invalid
 - Insufficient evidence available in order to reach a conclusion
 - Malicious. If malicious, appropriate disciplinary action will be recommended.
- The College Administrator will advise both parties of the result of the investigation.
- In the event where the complaint is found to be valid, then appropriate action may be taken. This may include the following:
 - Disciplinary action to immediately stop the offensive behaviour and prevent a repeat of the behaviour
 - Counselling recommended for both parties
 - Sanctions. These may include verbal warnings, written warnings, fine or dismissal. The type of sanction imposed will reflect the status of the individual and also on agreed conditions of service or contract.

- If either party is dissatisfied with the outcome of the review committee, they will have the right of appeal to the governing body. The appeal must be lodged within 30 days of formal notification or resulting action.

SECTION L:

**COMPUTER
SERVICES**

Irish Colleges Training Centre

Computer Services

- The following rules should be observed by all persons using the computer facilities at 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 student will be assigned a username and password. Students may not use any other student's logon details. This will be monitored by lecturers.
- Students will have access to a designated folder on the network that their logon will permit. This folder is for class purposes only to store files which are class-related. Students may not use this folder to store pictures / movies / programs etc for their own personal use. These files will be deleted by the monitoring network administrator and disciplinary action will be taken. These files will also be deleted once the course has concluded so any files you may want to keep must be copied to a floppy before this date. Any students that need files copied to CD Rom can request this from the network administrator.
- If you are asked to turn 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 your tutor.
- The computer must never be switched off while an application e.g. Microsoft Word is running.
- If you discover any faults in the equipment please notify your tutor 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.
- Each student 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 they 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.
- Students are not to put their own labels on disks.
- It is important that viruses are kept off our systems. Use Sophos anti-virus software to check your disk 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. Students are **not** allowed to print material outside of class time.
- When using the computers, students must only use the application packages that are relevant to their course.
- Students must strictly observe their allocated Computer Lab Rota Time.
- Under no circumstances may a friend or non-Irish Colleges Training Centre person use the IT facilities.
- Students are not to use the IT 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.
- No file-downloading unless specifically directed by your class tutor.
- 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 disciplinary action being taken.

- The Internet is being made available to students in and out of class times for the purpose of being used as a learning tool. We encourage all students to take advantage of this facility as part of the learning experience with the college. The college will not tolerate internet usage that would bring a student to undesirable / offensive websites. Viewing and downloading offensive / adult material is strictly forbidden. Students who violate this rule will be subject to disciplinary action and / or even suspension.

Printing Rules

- Only print documents when they are fully checked and finished. Documents from the Internet can only be printed with permission from your tutor. Students who needlessly waste paper will be denied computer access time. **Printing is charged at 10c per page, the fee can be paid at Reception.**

General House-keeping Rules:

- No food or drink is allowed in the computer rooms.
- Swivel chairs are not to be tampered with.

***Note:** If the above procedures are followed carefully, smooth operation of the computer rooms will be ensured throughout the year, for both staff and more importantly for you and your fellow students. Failure to comply with these rules will result in Computer Rooms being locked and open access denied to all.*

Appendix 1:

Computer Security

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| <p style="text-align: center;">Irish Colleges Training Centre Appendix 1: Computer Security</p> |
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Dear Student,

Welcome to Irish Colleges Training Centre. We are very proud of the computer hardware and software in the College. College management invests heavily in computer facilities so as to ensure that all students have the opportunity to become fully aware of and familiar with all modern computer applications.

We want to be in a position to allow students access to computer facilities whenever it is required by their course and to allow rota time outside the normal class hours.

To facilitate this objective, all students are required to fully understand and accept that basic rules must be complied with so as to keep the equipment in good working order.

Please make careful note of the rules in the memorandum in Section L of the Irish Colleges Training Centre Student Handbook 2025-26. Before you sign this document, please ensure that you have read, understood and accept the conditions for use of computer facilities at Irish Colleges Training Centre:

Thanking your for your co-operation.

Name: _____

Progamme: _____

I have read and understood the contents of Section L of the Irish Colleges Training Centre Student Handbook 2018 - 2019 and agree to adhere to the rules as stated therein. I understand that my access to computers will be curtailed if I deviate from these rules.

Signed: _____

Date: _____