

dublin  
international  
study  
centre

# Student Handbook

Academic Year 2023-24



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# Welcome / Fáilte

Dear Student,

It is my pleasure to welcome you to Dublin International Study Centre (DISC). Our Centre is a lively and exciting place to study, located on the University College Dublin (UCD) campus just outside Dublin city centre. We hope you will enjoy being here as much as we do, and we look forward to supporting you through your learning journey.

Some of you will be in Ireland for the first time; others may have visited us before. For many of you, this may be the first time you have been away from your home or living abroad. You are all very welcome here at the Centre.

Our role as DISC staff members is to support you in preparing for your studies at UCD. To be able to progress to the University, your results need to be high enough to meet the progression requirements for your chosen degree. We will support you to achieve those results. Your responsibility as a student is to work hard, attend classes, follow our Centre policies, and accept the guidance of your tutors, advisors and our administrators, who are all working to support your future success.

We have now returned to fully face to face learning. This means that all your classes and in-person assessments will take place in Centre, but you will still have independent learning activities in your own time on our Virtual Learning Environment called Study Smart.

I hope that by the end of your time with us you will be looking back at a happy and successful year of study as you prepare to begin your degree at UCD. Working together, we can help you start your future journey today.

Best wishes,



Cliona Wrynn  
Head of Centre

## Introduction

1. So, you have made it! You have left your own country and travelled all the way to Ireland, and here you are at the Dublin International Study Centre (DISC), where the staff are very happy to welcome you for your next year's study.
2. This handbook has been written to provide you with useful information during your stay here, particularly about your programme of study and what we expect from you. It also contains important information about your programme, rules and regulations of the Centre and information about progression to UCD undergraduate programmes.
3. All the staff members at DISC are working towards one goal; to provide you with the best possible preparation for your programme at University College Dublin. We believe that we can offer you an exciting opportunity to combine hard work, interest and enjoyment as you step up to your chosen academic level.
4. There are a few important points you should bear in mind:

## Know the rules

5. It is important that you understand the rules and regulations of DISC and the University. You may find that it is too late to change something if you do not follow these rules. Most of the things you need to know are contained in this handbook, so please read it carefully and ask questions if you are not sure. Anyone here at DISC will be happy to help you at any time.

## Know the dates

6. You will find that your time at DISC will pass very quickly. There will be important dates you need to remember. It may be the date a piece of coursework has to be handed in, or the date that an important application form needs to be completed. Keep yourself informed at all times: check your university emails regularly, check notice boards and read all the information your tutors or the office staff members give you carefully. This handbook contains some of the key dates for the academic year, but there will be others. Most key dates can be found on the calendar in the Virtual Reception on our Virtual Learning Environment (VLE) called Study Smart. You will be given a tour of this Virtual Reception during induction.
7. There may also be penalties for completing forms or assessed work outside of the deadline given. Further information is included in this handbook.

## Know the people

8. Make sure you are aware of the main people who can help you to be comfortable within the University environment and to make good progress with your work. There is a list of the key DISC staff in this handbook with suggestions about how each of these people may be able to help you.

## Know the University

9. University College Dublin (UCD) is a large university campus with a lot going on. Get out there and explore. Try to feel at home here and work out for yourself which parts of the University will be useful to you and which will be enjoyable! You will find further information in this handbook.

## About University College Dublin

- You will probably know quite a lot about UCD already. After all, you have decided to come here to study! The University opened in 1854 and has a good reputation both in Ireland and internationally. Its mission is to be a place to advance knowledge, to pursue truth and to foster learning, in an atmosphere of discovery, creativity and innovation, drawing out the best in each student and contributing to the social, cultural and economic life of Ireland in the wider world.
- If you would like to know more about the history and development of the University, you can visit <https://www.ucd.ie/about-ucd/about/history/>

## About Dublin International Study Centre

- DISC has been in operation since 2011 and is situated on campus at University College Dublin. It is located in the Newstead Block A building and is best accessed from the Clonskeagh Road entrance. A map of the campus can be found on our Virtual Reception.

## Who is who in DISC

- You will soon learn who is who in DISC, but here's a list of the people you are likely to meet in your first term.

Name	Position
Cliona Wrynn	Head of DISC
Chantal Ryan	Head of Professional Services
Amir Hussain	Head of Curriculum and Progression
David Graham	Head of English
Belinda Sheehan	Administration Officer
Elizabeth Begg	Administrative Assistant
Stephen Easley-Walsh	Maths & Physics & Computer Programming Tutor
Andrew Miller	Maths & Physics tutor
Ben Patton	Chemistry & Biology Tutor
Paddy Bolger	Maths & Business Statistics Tutor
Deirdre Colucci	Business Studies & Economics Tutor
Gerry McCann	Online Skills Tutor
Ciarán Tobin	Welfare Officer
Ashley Mackay	English/Humanities Tutor
Ava Clarke	Science Tutor
Sara Sickels	English Tutor

- Please note that this list may be updated from time to time.

## Where to go for help

- Although all DISC staff will be happy to help you with any problem or query you may have, it is useful for you to know the best person to contact with a particular query.
- All tutors and staff can be contacted by email. Tutors will give out their email addresses in class. They are also available on the Virtual Reception of the VLE. All other staff can be contacted either in the office or using the email addresses given below.

17. The following table should help you decide who the best person to speak to first is:

Who to contact	When you should contact them
Contact your <b>subject tutors</b> if:	<ul style="list-style-type: none"> <li>You don't understand the work you are doing in class</li> <li>You have any questions about the work on a module</li> <li>You have general questions about life in Ireland, where to buy or find something, etc.</li> </ul>
Contact <b>Belinda Sheehan</b> <a href="mailto:BeSheehan@studygroup.com">BeSheehan@studygroup.com</a> or <b>the office</b> : <a href="mailto:dublinisc@studygroup.com">dublinisc@studygroup.com</a> if:	<ul style="list-style-type: none"> <li>You are feeling ill and cannot attend class (you should email the office before your absence using the office email)</li> <li>You wish to speak to someone about personal problems but do not know who to go to (Belinda will know the best person to help you)</li> <li>You would like information about the University Campus or the Colleges</li> <li>You would like information about Dublin and the local area</li> <li>You need to update any of your contact or personal details</li> <li>You need to request letters from the Centre</li> </ul>
Contact <b>Chantal Ryan</b> <a href="mailto:cryan@studygroup.com">cryan@studygroup.com</a> if:	<ul style="list-style-type: none"> <li>You have a question about your fees, payment of fees and/or refunds</li> <li>You have problems with your accommodation and wish to discuss moving elsewhere</li> </ul>
Contact <b>Cliona Wrynn</b> (by appointment) <a href="mailto:cwrynn@studygroup.com">cwrynn@studygroup.com</a> if:	<ul style="list-style-type: none"> <li>You have missed classes and want to request that your absence be recorded as 'authorised' (see Centre Rules below)</li> <li>You want to take time off from your classes for a personal reason</li> <li>You want to change or leave your programme</li> <li>You have any questions or problems about your studies that your module tutors cannot answer</li> <li>You are unhappy about any aspect of the DISC academic programme</li> </ul>
Contact the <b>DISC Help Desk</b> <a href="https://www.ucd.ie/itservices/ourservices/trainingsupport/itsupport">https://www.ucd.ie/itservices/ourservices/trainingsupport/itsupport</a> if:	<ul style="list-style-type: none"> <li>You have any problems with computers, printing and computer networks (you can ask Belinda first as she may be able to help you)</li> </ul>
Call <b>7999</b> or <b>01 7167999</b> if:	<ul style="list-style-type: none"> <li>You have seen or are experiencing an on-campus emergency</li> </ul>
Call <b>999</b> or <b>112</b> (only use in a genuine emergency) if:	<ul style="list-style-type: none"> <li>You have seen or are experiencing an off-campus emergency or if someone's life is in danger</li> <li>You need an ambulance, to alert the Fire Brigade or need the Police</li> </ul>



## Email

18. While you are at DISC you will be given a UCD email account as well as a DISC (Study Group) email account. It is very important that you use both of these accounts and that you check your mail regularly, as there may be important information waiting for you.
19. You may have your own personal email account with *Yahoo*, *Gmail* or some other provider. However, please understand that DISC will only communicate with you through your Study Group account and UCD will only communicate with you using your UCD account.
20. It is your responsibility to ensure you are able to access and monitor your email on a daily basis. During your induction, we will show you how to set up Outlook so you can easily view both mailboxes.
21. During Induction Week you will be introduced to our Virtual Learning Environment, Study Smart. Professional Services staff will assist you with Study Smart registration and ensure that you have access to it. However, it is your responsibility to check it frequently because tutors and Professional Services staff will send important messages through this platform. If you do not have access to any modules you are studying, you must inform your tutor immediately so that they can investigate.

## Notice boards

22. The main DISC notice board is in the main corridor outside the reception. You should make sure to check this notice board every day in case there is an urgent message for you.

## The DISC Office

23. The DISC Office staff will occasionally send out personal messages for students through the tutors. Very often this will simply ask you to go to Cliona or Chantal who will provide you with more information. The office is also a good place to find out about anything you might have missed if you have been away, or if you want to get a message to your tutor.
24. The DISC office is responsible for all kinds of administrative work involving you and your studies. The staff members who work there help to organise admissions, arrange registration and enrolment, produce your timetables, look after your personal files, send out your examination results and can help you with any problems you might have.

## Medical absences

25. If you know you are going to be absent from classes, you should inform the Centre of the circumstances by email in advance of the absence. If you are ill for more than two days, you must obtain and submit a medical note or a letter from your doctor to Belinda. You should also contact your tutors by email if your work is likely to be affected by your absence.
26. A medical note or letter from your doctor is essential, too, if you want Personal Mitigating Circumstances (PMC) to be taken into account when the standard of your work is affected by absence. In these cases you always need to fill in and submit a PMC form and provide appropriate written evidence. There is a detailed section on PMC forms in this handbook (see below).

## Change of address

27. Please inform Chantal, Belinda or Elizabeth of any change of term-time or home address, or telephone number. It would also be helpful if you could give us your current mobile/cell phone number so that we know how to contact you if necessary.

## Disclosure of information

28. In Ireland, as in other European Union countries, we have to comply with the terms of the Data Protection Act 2018. This Act limits the information we hold on students and who has access to it.
29. DISC will not give information about a student by telephone to anyone who is not authorised to receive it. Authorisation must be signed in writing by the student about whom the information is held, and this signed document must specify what kind of information may be disclosed and to whom.
30. DISC will not provide information to sponsors or families of students without the written consent of the student. Forms for authorising consent are available from Chantal or Belinda should you wish to give this consent.
31. There may be exceptional circumstances (for example when a student's life or health is threatened) in which the usual need to get consent before disclosing to parents or other individuals (such as those named as emergency contacts, or medical personnel) is not required.



## Looking after yourself

### If you have a disability

32. Both DISC and UCD want to treat everybody on the University Campus with respect and dignity, irrespective of the diversity of their backgrounds and experiences.
33. If you have a disability (e.g. visual impairment, impaired hearing, dyslexia, ME, Parkinson's disease, epilepsy or others) it is helpful for you to tell us about it as it enables DISC to support you through your studies by ensuring that you have necessary supports in place for you to realise your academic potential.
34. If you want to talk about this in private, please ask to see Chantal Ryan or Ciarán Tobin.

## Health and healthcare

### The University Health Centre

35. The Student Health Service provides on-campus medical, psychological and psychiatric care to registered students. The staff of the Student Health Service provide a service within an ethos of respect, courtesy and confidentiality and aims to operate to the highest professional standards at all times.
36. The Student Health Service is located on the first floor of the Student Centre Building, adjacent to the Sports Centre and Science Buildings on the Belfield Campus. They can be contacted by:
  - Telephone: (01)7163133 / 3143
  - Website: [www.ucd.ie/stuhealth/](http://www.ucd.ie/stuhealth/)
37. You should attend a GP (General Practitioner) for any illness or minor injuries. The fees for attending a GP are €30 at the UCD Health Centre. This is charged to everyone, and receipts should be kept as they can be claimed back on your health insurance.
  - Website: [www.ucd.ie/stuhealth/charges/](http://www.ucd.ie/stuhealth/charges/)

### Emergency Health Services

38. In case of an emergency on UCD campus you should dial 7999 or 01 7167999 from a mobile **(please save this number to your contacts now)** or any on campus phone in order to contact the Security Office, which is staffed 24 hours a day, every day of the year.
39. Note that if you dial 999 or 112 when off campus you will reach the national emergency services. Be prepared to give your name and say where you are. You will be asked if you want the Police, Fire or Ambulance service. There is a fine for abuse of this service, so only make emergency calls if they are really necessary.
40. The Accident and Emergency (A&E) room of a hospital should be attended only for genuine emergencies and accidents. Waiting times at A&E can be very long and if you are not a genuine case you may be turned away.

## Smoking Policy

41. Smoking and vaping are prohibited inside DISC and all UCD buildings, including toilets. [The full policy relating to cigarettes and E-cigarettes can be read by clicking here.](#)

## Safety and security

### Personal safety

42. Dublin is a very safe city to live in. However, there are certain precautions that we can all take to make sure that we are safe at home and away.
- Try and stay with friends or people you know when walking around late at night. Never walk home alone. Look after your friends, especially if they have had too much to drink.
  - Never leave drinks unattended when out. Drink 'spiking' (which means someone puts something in your drink), is very rare but can happen. If you have to leave your drink unattended to go to the toilet or dance floor, appoint a 'drink watcher' (one of your friends) who will be there while you are gone and can make sure no one touches your drink. If you feel your drink has altered in any way, been topped up or tastes funny, get a new drink and ask the bar to pour your old one away.
  - UCD Walk Safe Service is a service for any member of the UCD community who feel a need to be assisted with an added level of security and safety. Contact Campus Services at (01) 716 7999 and provide your name, location, contact number and destination and a security officer will be dispatched to escort you from one UCD location to another UCD location.

### Keeping things safe

43. It is sensible to take care of yourself and your possessions. Here are a few suggestions:
- lock your bedroom door when you are not in, even if you are only going to the kitchen;
  - check that corridor doors and kitchen windows are locked at night or when going out;
  - make a list of your personal property including any serial numbers and descriptions;
  - mark items with your name and contact number using an ultraviolet pen;
  - don't show off your cash, mobile phone or laptop, or leave them unattended. Record all bank and credit card numbers and details so that you can cancel them quickly if they are stolen;
  - remember everywhere accepts debit cards and on campus you can use your Ucard to make payments. If you do need cash, try to go to the cash-point in daylight if possible – be aware of people standing too close to you and always hide your PIN number. Never give anyone else your PIN number or passwords; and
  - if family are sending you money from home, make sure that they do not send cash. A cheque, traveller's cheques, bank transfer or bankers draft or Western Union transfer is always much safer.

### Insurance

44. DISC students will normally have purchased an insurance policy called 'Studycare' which includes personal insurance for effects. This comes as a standard part of the Study Group package. If your parents, guardians or agents have taken out a comparable insurance policy on your behalf you should ask them what this is and make sure you have the details.

45. If you have any queries about insurance our Office Staff will do what they can to help you.

## Emergency services

46. In case of an emergency on UCD campus you should dial 7999 or 01 7167999 from a mobile **(please save this number to your contacts now)** or any on campus phone in order to contact the Security Office, which is staffed 24 hours a day, every day of the year.
47. Note that if you dial 999 or 112 when off campus you will reach the national emergency services. Be prepared to give your name and say where you are. You will be asked if you want the Police, Fire or Ambulance service. There is a fine for abuse of this service, so only make emergency calls if they are really necessary.

## Fire Safety

48. If you smell or see smoke on campus please inform a member of staff **immediately**.
49. No smoking or vaping is allowed within DISC or UCD buildings.
50. On hearing the fire alarm, all students and staff must leave the building immediately, in an orderly fashion – **you must not run** – and assemble at the designated meeting area. You **MUST** use the stairs and **NOT** the lift. You cannot smoke or vape at this time.
51. The assembly point is the green area opposite the main entrance to Newstead A.
52. You must not attempt to retrieve coats or personal belongings. You must not carry open containers of hot liquids.
53. A register will be taken at the assembly area once everyone has left the building. Therefore, it is very important that you are always on time for class, otherwise you may be missed off the register. Once you are outside the building you should remain in your groups so that your tutor can quickly see if anyone is missing. Please do not go to find friends in other groups or go wandering off as this makes the process much harder and causes confusion.
54. You will be given permission to re-enter the building once the ‘all clear’ message has been given by the UCD Security team.
55. Please familiarise yourself with the fire procedures and nearest exit points for any building that you are in. Fire safety notices are displayed in all teaching rooms.

## Passports and visas

### Visas

56. If you were granted a visa to enter Ireland as a student, your visa grants you 90 days to remain and prepare the documentation you need to apply for an extension of your visa until the end of your programme.
57. You will need to book an appointment to extend your visa by calling 1800 800 630.
58. In order to extend your visa you will need certain 'original' documents. These will include:
  - your passport or travel document;
  - a 'Student status letter' signed by an authorised staff member (letter requests to [dublinisc@studygroup.com](mailto:dublinisc@studygroup.com));
  - evidence that you have enough money to fund your programme and support yourself and any dependents living with you in Ireland e.g. sponsorship letter and bank statements showing a balance of three thousand euro (€4,500.000); and
  - any additional, original documents if you are here with dependent family members e.g. children's birth certificates, marriage certificate, etc.

### Student working rights

59. If you have a Stamp 2 your visa, this will allow you some working rights. Key information about working is included below.
  - If you are studying on the IFY, you may work 20 hours per week during term time and up to 40 hours per week during holidays.
  - You must not work more hours than your visa allows. Breaching this condition may result in future visa refusal or even imprisonment!
  - you cannot work on a self-employed basis. This could be anything from driving for a delivery service or selling on eBay. [You can click here to read more guidance on working on your Stamp 2 visa.](#)
  - If you have a Stamp 2A you are not allowed to work.
  - If you do decide to work, you must ensure that your employer has followed Irish Government guidance by making your workplace Covid secure. If you have any concerns about this, please contact [DublinISC@Studygroup.com](mailto:DublinISC@Studygroup.com).

## Student representation & activities

### Representation

#### Student representatives

60. DISC believes that students should participate in student matters and listens very closely to student opinions. To support this, DISC facilitates a student representatives scheme where students nominate a fellow student to represent the group on their behalf.
61. Elections for student representatives will take place during the first 2 weeks of each term. You are encouraged to consider standing for election to represent your peers. Full support will be provided to student representatives to help them fulfil the role.

#### Staff-Student Liaison Committee

62. The DISC Staff-Student Liaison Committee (SSLC) is made up of student representatives from each pathway, a member of the Centre Management Team, and tutors.
63. The SSLC acts as a formal channel where the views of students can be expressed and sought. The Chair of SSLC will also be a member of the Academic Board.
64. The SSLC meets as part of the DISC commitment to quality assurance and enhancement. The committee is required to:
  - review feedback from External Examiners;
  - review the Centre Action Plan;
  - review student feedback from various sources including end-of-module student evaluation questionnaires;
  - review information arising from other student feedback mechanisms including meetings with student representatives;
  - agree actions to be taken forward to Academic Board by the student Chair of the SSLC; and
  - agree actions and information that will be communicated to DISC's student body as a whole.
65. Student representatives will be the spokesperson for their fellow class members and should make sure that what is said in their name is representative. If a view expressed is a view of only some of the members, then this should be made clear, as should the number of people who support it. The SSLC meeting is not the place for members to express personal opinions.
66. Anything and everything can be discussed at the meetings as long as everyone is treated with respect and dignity. All decisions and actions taken as a result of the meetings will be communicated by DISC to the whole student body.

### Campus activities

#### The Student Union

67. The Student Union is a central point for student activity on campus and is essential for any student (home or international) looking to get the most out of the Dublin experience. You can visit



<http://www.ucdsu.ie/> to find out more about Union, or (better) pay a visit in person. But do get in touch – it is very much part of student life.

## UCD IT Services

68. We all use computers and can have technical problems from time to time, and it probably won't be long before you need to visit the UCD IT Service Desk at the UCD Computer Centre. For more information on their services go to [www.ucd.ie/itservices/](http://www.ucd.ie/itservices/).
69. You can contact IT Services via phone: 01 716 2700 or by email: [ithelpdesk@ucd.ie](mailto:ithelpdesk@ucd.ie)
70. The office hours are Monday to Friday 09:00 to 17:30.

## Virtual Learning Environment (VLE) and library access

71. DISC uses a Moodle platform. Our VLE is known as Study Smart ([studysmart.studygroup.com/](http://studysmart.studygroup.com/)). The VLE is an essential resource of information about your modules and student life. During your induction you will receive a comprehensive tour of the VLE to ensure you understand how to access and navigate it prior to your studies.
72. The James Joyce Library is home to UCD's main library. Their website is very user friendly and can be located by clicking this link: <https://www.ucd.ie/library/>.



## Centre Rules

### Attendance

73. Student attendance is expected to be 100% for all classes and timetabled activities. Your student visa is dependent on a minimum 85% attendance.
74. You are expected to read the Student Attendance and Punctuality Policy document (available in your induction pack and on the virtual reception) and comply with it fully. If there is anything you don't understand, please speak to Chantal or Belinda.
75. A student with poor attendance may be withdrawn from their programme.
76. It is important that you attend all your classes unless you are ill or have obtained permission to be absent. DISC will keep a record of all your absences and will classify these as either 'authorised' or 'unauthorised'. Your end of term report will include your attendance record.
77. For more information about 'authorised' or 'unauthorised' absences, you should read the section 'Absence and non-submission of homework' below.

### Engagement Policy

78. At DISC we believe the best way students meet their potential and achieve high quality outcomes that allow progression to UCD is engagement in all classes and supporting teaching & learning activities, as described by the programme documentation and literature.
79. The engagement policy sets out the requirements of students to engage in their classes and the material provided on our VLE for their independent study. It also sets out how DISC will monitor this engagement and work with students to improve engagement if necessary.
80. We ask that all students familiarise themselves with this policy and contact [DublinISC@Studygroup.com](mailto:DublinISC@Studygroup.com) if they have any questions. The full policy can be found in the 'Handbook and Policies' section on the Student Virtual Reception by following this link [studysmart.studygroup.com/mod/folder/view.php?id=335174](http://studysmart.studygroup.com/mod/folder/view.php?id=335174).

### Punctuality

81. It is important that you arrive at your classes on time. If you are late it disrupts the other students and may cause the teacher to have to start the class again in order to explain what the work involves. This is unfair to the teacher and to the other students. If you arrive late for your class you may not be allowed to enter the class and will be marked in the register as a 'late absence'. DISC will keep a record of all your absences, and these will be included in your end of term report.

### General behaviour

82. The DISC community is one which draws people from a wide range of social, cultural, religious, ethnic, ideological and geographical backgrounds. Good conduct on the part of all members of that community is essential for the well-being and safety of others and for the maintenance of an environment in which students and staff can work, study and meet one another effectively. DISC and UCD require staff and students to treat each other with respect and courtesy and to comply with DISC and University rules. We take a serious view of conduct which falls short of the required standard.

## What is NOT considered 'good behaviour'?

83. It is not possible to describe every way in which student misbehaviour might occur. However, the University rules can be found at <https://hub.ucd.ie/usis/> and DISC students are encouraged to read this document carefully.
84. Students are obliged to conduct themselves within the terms of Irish Law at all times. Ignorance of the law can never be an excuse for wrongdoing.
85. Within the DISC or the University students should avoid any act that might:
  - cause personal injury, offence or distress to any other person or might cause damage to DISC or University property or premises;
  - affect the rights of any other members of the DISC / University community (staff or students) to quiet and peaceful enjoyment of facilities for work, study, leisure and accommodation;
  - obstruct, frustrate or disrupt lectures, classes or laboratory work, any examinations or other forms of assessment, or any meetings or other functions (including sporting activities) that take place within the DISC or University; and
  - obstruct, frustrate or disrupt the conduct of the administrative work of the DISC or the University or its public or official functions, activities or legal duties.
86. Additionally, students should be aware that:
  - students must wear their UCD ID card in the lanyard provided at all times in the centre. This identification must be presented when asked to do so by a member of DISC or University staff in connection with security, administration of DISC/University business or alleged misconduct;
  - students should avoid attempting to incite or inciting others to commit any act of misconduct mentioned above; and
  - tutors/College Deans may exercise discretion over what constitutes good and bad behaviour in DISC premises, University accommodation or College premises.
87. Rules cannot be made to cover all circumstances. However, in general terms a breach of common sense may very often also be a breach of DISC and University Rules.

## Classroom behaviour

88. Again, it is not possible here to list all examples of unacceptable behaviour. However, there are a few things that you should always bear in mind:
  - eating and drinking are forbidden in classrooms at all times, with the exception of plain water which may be drunk hot or cold from a cup or bottle with a secure lid;
  - English is the language of DISC – when you are in the centre you must communicate in English in and out of the classroom;
  - mobile phones should be set to silent during class time, and must not be used to take pictures, make recordings, make calls or send text messages;
  - listening to any device with headphones in the classroom is also offensive to the teacher and is not acceptable;

- head phones, ear pods etc must be removed when entering the classroom or the office (even if turned off);
  - smoking, e-cigarettes and vaping is prohibited inside all university buildings, including toilets;
  - sleeping or resting your head on the desk when the teacher is in the classroom shows a lack of respect for the teacher and should be avoided; and
  - coming late to the class, for whatever reason, is disruptive and again shows a lack of respect for the teacher and the other students.
89. Of course, this is not a complete list, but if you always consider whether what you do or say shows respect for your teacher and fellow students you are unlikely to have any serious problems.
90. In the event that activities are delivered online, there are additional 'netiquette' rules that apply. You can find these on Study Smart in the Virtual Reception.

## Behaviour Online

91. Equally we expect DISC students to behave respectfully at all times online. Here is some guidance on what you should and should not do during online activities:

Please make sure that you:

- familiarise yourself with the DISC Student Charters and Academic Regulations including the Plagiarism penalties (Student Handbook and Virtual Reception) and the Engagement Policy;
- remain polite and respectful at all times in your online interactions;
- are punctual and courteous for any live online interactions with DISC staff and classmates;
- dress appropriately;
- ask for help the minute you feel confused or lonely; and
- make use of the webchat and forums to keep in touch with your classmates.

What not to do:

- do not leave things to the last minute - remember you still have the same amount of work to do whenever you do it;
- do not record lectures or chats or take photographs without asking for permission first;
- do not write rude or inappropriate comments in the online module forums or anywhere else online including email while you are a DISC student (this will be classed as gross misconduct – see student disciplinary policy on the Student Virtual Reception page on Study Smart - this could lead to termination of studies);
- do not post inappropriate content including photographs or images in the online chats or discussion forums or send them to anyone. You should never send inappropriate content to anyone (this will be classed as gross misconduct – see student disciplinary policy- this could lead to termination of studies);
- do not take part in any activity that may offend others or cause them to feel bullied or harassed whilst you are a student at DISC;

- do not share personal information about yourself or anyone else online, and do not reveal personal information through sharing screens online; and
- do not plagiarise or submit any work that is not fully referenced. Do not submit any work written by someone else, or 'cut and paste' from the internet or elsewhere and pass it off as your own. This could result in severe penalties and may impede or even prevent your progression to UCD; further information is included in the Academic Misconduct section below.

### Mobile phones

92. Mobile phones must not be used for any purpose in class time unless specifically indicated by the class tutor. If you need to keep your phone 'on', you should set it to 'silent' during class time.
93. A mobile phone ringing or vibrating in class or a student using a mobile phone is disruptive and is also offensive to the teacher. Mobile phones used inappropriately in class will be confiscated by the teacher and a fine must be paid to retrieve them.

### Food and Drink

94. Eating and drinking are forbidden in classrooms during class time, with the exception of drinking water, which may be drunk hot or cold from a cup or bottle with a secure lid. Please make sure that all rubbish is placed in the waste bins and not left on the floor, on tables or on window ledges.

## About the Programmes

### Programme types

95. Two different programmes are currently taught at DISC: the English Language (ELP) programme and the International Foundation Year Programme (IFY).
96. Each progression degree requires a different combination of modules. The information for each progression degree can be found in the Academic section of the Virtual Reception.
97. Each term you will receive a module handbook for the modules you study in that term. These are available on the VLE module page and provide more detailed information regarding the content of each module.
98. Below you will find more general information about DISC's academic programmes, and the various procedures you need to be familiar with.

### The ELP programme

#### Purpose and structure

99. The ELP programme is an intensive English course that provides optimum preparation for the International Foundation Year programme. You will study 20 hours a week across a number of skills areas, including general English and academic English.
100. The aim of the ELP programme is to develop general and academic English skills that will enable students to reach a level suitable for entry to the International Foundation Year programme. To enter the International Foundation Year programme, you need a level of English equivalent to IELTS 5.0 or 5.5 (depending on your undergraduate degree) **across all components of the test**. If you have an English language level equivalent to IELTS 4.5 when you enter DISC you will need to complete one term of English language training.

#### Testing and progression

101. **All students are tested on arrival.** This gives the tutors an opportunity to determine the best academic plan for you as you continue on the programme. If the test results shows that a student's language level is not at the standard needed to successfully progress in the International Foundation Year programme, it will be recommended that they take a term of ELP. If a student decides not to take this recommendation, they will have to inform the Head of Curriculum and Progression in writing.
102. All students are then tested again at the end of each term. This will give the Head of Curriculum and Progression an opportunity to see whether you are ready to proceed on to the International Foundation Year programme.
103. The Head of Curriculum and Progression, in consultation with the tutors, will make the final decision as to whether a student is able to progress on to the International Foundation Year programme.

## Resources and materials

104. You may need to buy books for your ELP programme. DISC will make these books available for you to buy, and the English tutors will tell you when you must pay and how much each book costs. You may not be able to follow classes without the relevant books.
105. All other materials you use during the programme will be provided by the tutors. Each module has a module page on Study Smart where you will find activities to complete outside the classroom. You will also be using a platform called Insendi for your Academic English Skills.

## The International Foundation Year programme

### Purpose and structure

106. The aim of the International Foundation Year programme is to develop the academic and English language skills you will need on your chosen UCD undergraduate programme.
107. You can choose between three 'pathways' that lead directly onto undergraduate programmes in the following areas:
- Business and Economics & Finance;
  - Sciences and Engineering; and
  - Social Sciences, Law and Arts & Humanities.
108. Each pathway consists of 10 modules. Some of these are 'Core Units' that are studied by all students and some are related directly to the pathway you have chosen.
109. Students also take a module on University Online Skills, this is an essential module that teaches students the technological skills you will need to be successful in your programme.
110. Below is a chart that shows the list of modules from which you will study on each pathway. You will study Academic English Skills (AES) every term, along with 3 academic modules.

### Business and Economics & Finance

Terms	Business	Economics & Finance
Term 1	AES	AES
	Mathematics 1	Mathematics 1
	Principles of Microeconomics	Principles of Microeconomics
	Business and the Business Environment	Business and the Business Environment
Term 2	AES	AES
	Introduction to Statistics	Introduction to Statistics
	Principles of Macroeconomics	Principles of Macroeconomics
	Digital Business	Mathematics 2
Term 3	AES	AES
	Data analysis	Data analysis
	Introduction to Research	Introduction to Research



	Introduction to Accounting and Finance	Introduction to Accounting & Finance
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### Social Sciences, Law and Arts & Humanities

Terms	Social Sciences , Law and Arts & Humanities
Term 1	AES
	Mathematics 1
	Principles of Microeconomics
	Introduction to Sociology
Term 2	AES
	Introduction to Statistics
	Principles of Macroeconomics
	Critical Reading
Term 3	AES
	Introduction to Globalisation
	Introduction to Research
	Creative Design / Data Analysis

### Sciences and Engineering

Terms	Health Sciences	Science
Term 1	AES	AES
	Fundamentals of Scientific Enquiry	Fundamentals of Scientific Enquiry
	Maths I	Maths I
	Physics 1	Physics 1
Term 2	AES	AES
	Chemistry I	Chemistry I
	Biological Systems	Biological Systems
	Health Science	Physics 2/ Health Science / Statistics
Term 3	AES	AES
	Fundamentals of Scientific Enquiry	Fundamentals of Scientific Enquiry
	Maths I	Maths I
	Introduction to Research	Introduction to Research

Terms	Engineering	Computer Science
Term 1	AES	AES
	Maths I	Maths I
	Physics I	Physics I
	Fundamental of Scientific Enquiry	Computer Programming I

Term 2	AES	AES
	Maths II	Maths II
	Physics II	Computer Programming II
	Chemistry 1/ Systems Bio / Statistics	Introduction to Statistics
Term 3	AES	AES
	Creativity in Design	Data Analysis
	Physics III	Algorithms
	Chemistry 2/Cell Biology / Data Analysis	Creativity in Design

## Passing and Progression

111. Please note that this information is subject to change due to the current QQI validation process.
112. At the end of each module, you will be tested and may be awarded a 'Pass' or 'Progression' grade. At the end of the International Foundation Year programme, you will be given an overall 'Pass' or 'Progression' grade.
113. An overall 'Pass' grade means that you have achieved at least 40% in each module. This means that you have successfully completed the foundation programme but will not necessarily be able to progress onto the UCD undergraduate programme.
114. An overall 'Progression' grade means that you have reached a sufficiently high mark in both the English language component and the other modules to be accepted by your chosen University Department. This grade may vary from one module to another and from one University Department to another.
115. If you fail to achieve 40% in a module you will normally be allowed two opportunities to attempt to pass it. The first opportunity would be to resit an exam or resubmit a piece of coursework; the second opportunity would be to retake the complete module. Students who are retaking a module cannot resubmit a piece of work or resit examinations on this second opportunity.

## Re-sitting Examinations and resubmitting assessments

116. Please note that this information is subject to change due to the current QQI validation process.
117. The rules for progressing at module and programme level are described in the sections above. Students are also given clear guidance by tutors and centre staff, and information on rules for progression from one term to the next is given to students at their induction at the start of the programme. The Centre will provide additional exam preparation classes where necessary.
118. In order to pass a module, students are required to achieve a minimum score of 40%. In order to progress from one term to the next, students must pass all of the modules for that term. Students are allowed one resit of each module to improve their marks.
119. Students who fail one module may be allowed conditional progression to the next term and will be required to do a resit of the failed module. The student may also be required to take extra support classes as a condition of progression. However, a student who fails a resit for a core module will normally be asked to leave the programme without a further opportunity to resit.

120. Students who pass a module but fail to meet progression requirements for that module may be asked to resit module assessments. A student who fails resits for 2 modules or more will also be asked to leave without a further opportunity to resit. Students are normally allowed only one resit and/or retake of a module, although the opportunity for a second resit/retake may be granted in exceptional circumstances by the Module Assessment Board.
121. In order to pass DISC programmes, students are required to pass all modules with a minimum of 40%. However, in order to progress onto their chosen degree programme, progression grades are much higher, typically around 60% for all modules. Students are given clear guidelines on the grades required for progression onto their chosen degree programme, and these are also available on the DISC website:
- [www.dublinisc.com/](http://www.dublinisc.com/)
122. Full details of assessment regulations can be found on the Study Smart VLE.



## Your path through DISC

### Timetables

123. You will be given a copy of your timetable during induction, and a current copy will always be displayed on the Centre's notice boards and on Study Smart. Due to circumstances beyond our control, timetables may change but these changes are kept to a minimum. Students will have any new timetables sent to their Study Group email account and updated timetables will be placed on the Virtual Reception. Please see a timetable example below.

SBFS&A1A					
	<i>Monday</i>	<i>Tuesday</i>	<i>Wednesday</i>	<i>Thursday</i>	<i>Friday</i>
09:00 - 09:50	Maths Paddy Rm 1	AES Liam Rm 4	Fundamental Maths Paddy Rm 5	Maths Paddy Rm 5	AES Liam Rm 1
10:00 - 10:50	Micro Deirdre Rm 3	AES Liam Rm 4	B&BE Deirdre Rm 1	Maths Paddy Rm 5	Microecon Deirdre Rm 4
11:00 - 11:50	Business & Business Env Deirdre Rm 3	Tutorial Nora Rm 3	B&BE Deirdre Rm 1	AES Liam Rm 3	
12:00 - 12:50	Sociology Niamh Rm 4			AES Liam Rm 3	B&BE Deirdre Rm 4
13:00 - 13:50	Staff Meeting All staff		Microecon Deirdre Rm 1		
14:00 - 14:50	Pathway meeting BFS&A		Microecon Deirdre Rm 1	Fundamental Maths Paddy Rm 5	
15:00 - 15:50	UOS Gerry <a href="https://studygroup.zoom.us/j/98462440298">https://studygroup.zoom.us/j/98462440298</a>			Sociology Niamh Rm 4	
16:00 - 16:50	UOS Gerry <a href="https://studygroup.zoom.us/j/98462440298">https://studygroup.zoom.us/j/98462440298</a>		Maths Paddy Rm 5	Sociology Niamh Rm 4	

## ELP Timetable

124. On the ELP programme you will study 20 hours of English and 1 hour tutorial each week. Different groups in the ELP programme may have slight differences in their timetables, so make sure that you always refer to your own timetable and not that of another student.

## International Foundation Year programme timetable

125. On the International Foundation Year programme each term, you will study 5 hours of English each week, and 4 hours per week of each other module on your pathway. You will also be expected to complete activities every week on the relevant module pages. Different students and groups of the International Foundation year programme will have different timetables and it is important that you always refer to your own timetable and not that of another student.
126. All students will have 1 tutorial hour per week. You will also have an opportunity to meet with your tutors during their office hours. Details of these times can be found on the relevant module pages.

## Choosing your undergraduate programme and relevant application

127. It is important for you to think about your choice of undergraduate programme carefully. During the year you will be able to visit the different departments and meet some of the people there and this will help you to get a feel for the areas in which you would like to study. It may be possible to change your mind later, but this would have to be to a programme within your pathway and must be requested before the beginning of the first term. The University would have final approval to any changes in degree choices.

## Important dates

128. All important dates regarding examinations, term dates, social activities etc. will be displayed on the notice board or on the Virtual Reception from time to time. They will also be sent by email to your student email address and through the Study Smart announcements.
129. You will be informed by email during the year if the office will be closed.

## Resit Exams

130. If you fail to reach a pass/progression grade, you may be given an opportunity to resit either the exam or the relevant coursework; please see the related section above on for further information. Resit dates will be posted on the academic notice board and students should not book any vacations prior to these dates.

## Academic Administration

### Assessment methods

131. In both the ELP and the International Foundation Year programmes you will be regularly given marks for coursework, periodic tests and required homework, and these marks will be taken into consideration when your final grade is decided. Additionally in most modules you will have end of term examinations that will be taken under strictly invigilated examination conditions.
132. Details of the assessment schedules for each module included in the Programme of Study for each module. Examination dates are included in this handbook, and exact timetables will be given to students at least two weeks before exams take place.

### Examination rules and procedures

133. Both DISC and UCD have very strict guidelines concerning conduct in examinations. These rules are summarised here below.
- You are expected to be sitting at the correct desk in the correct examination room, ready to start, 15 minutes before the published start of the exam.
  - You should refer to the student list which is posted on the notice board to find out which room you will be in.
  - Exam papers will be distributed at the published start time of the exam. You will be given ten minutes to read through all the questions; you may not write at this time. The exam duration will be timed from when you are permitted to begin writing.
  - The senior invigilator will tell you when you can begin writing and the official start time of the exam. You will be told how long the exam will last and during the exam will be told periodically how much time you have left. There will also be a large clock in the examination hall. The senior invigilator will announce when the exam has ended and will collect all exam papers.
  - You should write your student number on your question paper and answer booklet as well as all additional sheets of paper which you use. If you are unsure of your student number, please check the list before the start of your exam. You **should not** write your name on any piece of work.
  - Electronic equipment (cell phones, pagers, mp3 players, smart watches, etc.) must not be brought into the examination area. This includes any kind of communication device or equipment including mobile phones, iPods or MP3 players, earphones, microphones, e-spectacles, smart watches, electronic dictionaries, and spell checkers. You will be disqualified if any electronic device is found in your possession.
  - Bags and personal belongings must not be brought into the examination area.
  - You can bring a transparent pencil case containing a pen or pencil, calculator (please check that your calculator complies with calculator policy), ruler, eraser and a drink of water in a transparent water bottle. No other items are permitted or needed in the exam. The use of dictionaries, electronic or paper, is not allowed unless you are given specific instructions.
  - If you require assistance or have any problems during the exam, please raise your hand and the exam invigilator will come to see you. There will be extra paper and pens if needed.

- If you need to leave the room for a toilet break, please raise your hand and the invigilator will call for a member of staff to escort you to the toilets.
- If you arrive more than 15 minutes late for the exam you will not be allowed to enter. You will not be permitted to sit the exam at that time and may be offered a resit at a later date which will necessitate additional charges. No students will be allowed to enter the AES Listening exam once it has started and will not be allowed to leave during the exam.
- You will not be allowed to leave during the first or last 15 minutes of the exam. During this time you should sit quietly: it is a good opportunity to read through your answers.
- In the case that the assessment takes place online, additional requirements will apply and these can be found on Study Smart in the Virtual Reception.

## Absence and non-submission of work

134. It is particularly important that you attend all your classes and do all the work your tutors give you, both in class and for homework. Your tutors will keep detailed records of attendance and work completed and this information will be passed on to the Head of Centre for their attention.

### Absences from class

135. There are two kinds of absence at DISC: 'Authorised' and 'Unauthorised'.

136. 'Authorised' absences can only be confirmed by the Head of Centre or the Head of Professional Services.

137. If a student has been absent without telling the DISC Office beforehand, they will automatically be given an 'unauthorised' absence.

138. You need to read the Student Attendance and Punctuality policy fully and ask any member of staff if you do not understand anything. The policy can be found on Study Smart in the Policies section of the Virtual Reception.

### Homework & coursework

139. It is expected that students will do regular homework while studying at DISC. A copy of all homework marks (and missing homework) will be kept on your student file and will appear on your end of term report.

140. If you do not do a piece of homework your tutor will report this to the Head of Curriculum & Progression who will want to see you for an explanation. If you have a satisfactory reason for not producing homework no action will be taken. If you have not, you will be cautioned, and a note will be made in your student record.

141. If you again fail to produce coursework the Head of Curriculum & Progression will agree an 'academic plan' with you, and you will be expected to follow the terms of the plan. A copy of the plan will be signed by you and placed in your student file.

142. If you do not then keep to the conditions of the academic plan then the Head of Curriculum & Progression will write a letter to your parents, agent and/or sponsor explaining the situation. A copy of the letter will be placed in your student file.



## Late submission of assessed coursework

143. If you submit a piece of assessed coursework late you will be penalised by the deduction of 10 percentage points from the awarded mark for each day (24 hours) or part of a day that the work misses the published deadline. Once the deadline has been exceeded by three days (72 hours), the work may not be accepted unless you invoke and follow the Personal Mitigating Circumstances (PMC) procedure. More information is included below.
144. If a piece of work is handed in within three days (72 hours) of the deadline and would be awarded a mark of less than 40% after the penalty were applied, the mark will be kept to 40%. In other words, marks may not be brought down to below 40% by penalties alone.

## Personal Mitigating Circumstances

### Personal mitigating circumstances form

145. If you are unable to attend an examination or complete a piece of assessed coursework because of illness or another valid reason, it is very important that you fill in a 'Personal Mitigating Circumstances' form, which you can get from the Office or on the Study Smart Virtual Learning Environment in the Policies section of the Virtual Reception.
146. Your personal mitigating circumstances must be explained in writing, using the form together with any appropriate supporting evidence (for example, a medical certificate), and submitted to the Head of Centre no later than three days after the relevant examination session or assignment deadline.

### Personal mitigating circumstances panel

147. Personal Mitigating Circumstances forms will be considered by the Personal Mitigating Circumstances Panel (PMC Panel) and the decision of the Panel will be conveyed in writing to the student no later than seven days after the Panel meeting. The consideration of PMCs will be recorded in the MAB minutes and these, with other documentation will be made available to the External Examiner before the student's final marks are considered and signed off.

## Illness and personal difficulties during the academic year

148. It is recognised that during their programme of study students will have to cope with the normal range of illnesses and personal circumstances similar to that of the population at large. You are responsible for keeping DISC informed of any illness or personal mitigating circumstances throughout the academic year which might affect your overall performance and attendance. In particular you should notify the DISC Office of any ongoing medical condition. We shall require submission of medical notes to cover absences at any time during the academic year.
149. Assessed coursework is an important and integral part of assessment, and the submission deadlines of such work must be observed otherwise penalties may be imposed (as explained above). However, if students have genuine difficulties in meeting a deadline for a piece of assessed coursework or sitting an exam because of illness or other personal circumstances, then advice should be sought in advance from the Head of Professional Services. Normally, if good notice is given, cases of serious illness or personal difficulty are likely to be treated sympathetically and accommodations may be made regarding the deadlines.

## Illness and/or personal difficulties during the examination period

150. The following procedure applies in those exceptional circumstances in which students may be absent from assessed coursework or an examination, or consider that their performance in an examination has been adversely affected due to illness or other personal mitigating circumstance. In such circumstances DISC wishes to give students the opportunity to state their case fairly and to provide appropriate and acceptable documentary evidence.
- You should complete a “Submission of Illness and/or Personal Mitigating Circumstances” (PMC) form, which available from the DISC Office.
  - If you have experienced illness which has resulted in you seeing a doctor, you should submit a medical note. It may also be appropriate to submit documentary evidence for other personal circumstances (e.g. police statement, financial statement, confirmation of travel cancellation, etc.).
  - PMC forms and documentary evidence should be addressed to the Head of Curriculum & Progression and sent or handed in to the DISC Office close to the time of illness or personal difficulty and certainly before the meeting of the Module Assessment Board (MAB).
  - This procedure, which includes a full opportunity for students to submit medical evidence and other evidence of personal mitigating circumstances during the academic year, means that an Academic Appeal on these grounds will not normally be permitted unless evidence is available which, for good and reasonable cause, has not been previously submitted to the Module Assessment Board.

## Academic misconduct

151. At your induction programme you will be given information about ‘Academic misconduct’. A copy of this statement is included in this handbook as an appendix.
152. Here is a reminder of what Academic Misconduct means:
- Academic misconduct is a term which covers cheating (including the use of AI), attempts to cheat, plagiarism, collusion, copying and any other attempts to gain an unfair advantage in assessments. Assessment includes all forms of written work, presentations and all forms of examination. Academic misconduct, in any form, is a serious offence and the penalties imposed would reflect this, although a distinction is drawn between minor and major instances of misconduct.
153. We hope that during your time at DISC you will learn good academic and study habits that will be useful to you when you progress to the University.
154. It is very important for you to understand the question of academic honesty. There are certain things which you must avoid at all times, and which can lead to very serious problems at the University. The University considers ‘unfair means’ (cheating, collusion, plagiarism, etc.) to be a very serious offence and students who are found guilty are usually required to leave the University.
155. Most cases of ‘unfair means’ are related to the way that you produce assessed work. It is very important that any work you present as yours must in fact be your own work, and not taken from another place or done by another person. Cheating, the use of AI, collusion (working together with another person) and copying from unacknowledged sources (plagiarism) are all serious offences and must be avoided.

156. All assignments and coursework submitted must be accompanied by a cover sheet and signed declaration stating the piece of work is your own.
157. 'Plagiarism' is one very serious instance of unfair means and is a word you will hear often at University. Plagiarism is 'the incorporation by students of work which is not their own, in all types of work submitted for assessment'. This quotation comes from the University's policy on plagiarism, which can be found at <https://hub.ucd.ie/usis/> you are strongly urged to read this document.
158. Students are not permitted to use books (including dictionaries), notes, calculators, PDAs, mini-computers or any other 'pre-stored electronic information' in an examination or during any assessed coursework unless specifically given permission by the tutor, invigilator or examiner. Scientific calculators may be used only with the permission of the examiner or invigilator. Recording devices, receivers, mobile phones and pagers are also prohibited in examinations. Any student who is seen cheating, copying work from or attempting to communicate with another student in the exam will be asked to leave the examination room and given a zero mark for the exam.

## Grievances: Appeals and Complaints

159. The word 'grievance' refers both to reasons for you to complain and also the process of complaining. This section contains information about what to do if you are unhappy about something, or with the behaviour of another person.
160. If you find this section hard to understand you can ask a member of staff to explain it to you. It is important that you understand your rights.
161. It is important to understand that resolution of academic appeals and complaints will be carried out within DISC and Study Group, and that they will never be deemed to be the responsibility of UCD.

## Complaints

162. This procedure applies to complaints made in respect of:
  - the delivery and/or management of an academic module or programme; and
  - any services provided by DISC (and NOT UCD, who operate to their own complaints procedure);

This procedure does not apply to complaints relating to:

- decisions of Assessment Boards or Examiners, or marking of exam scripts or coursework; or
  - any services provided by UCD, for example, accommodation, ISS, Library etc.
163. We are committed to providing the best possible experience for our students in a high-quality learning environment and will do everything within our power to help students to resolve any reasonable complaint. We will deal with complaints in a timely manner, and any student seeking guidance on how to make a complaint should see any DISC member of staff. No student will be victimized for making a complaint in good faith, and all reasonable complaints will be taken seriously and dealt with according to the agreed procedures. If it is established that a complaint is frivolous or false, then DISC may take disciplinary action against a student making such a complaint. We will deal with all complaints confidentially and expect you to do so as well.

164. We expect that the majority of complaints raised by students will be answered or resolved quickly and informally by direct contact between the student and the relevant member of staff, without the need to use the more formal processes outlined here. Please follow the procedure below if the informal process has failed and you are not satisfied with the outcome.
165. Any initial complaint should be informally made to the relevant staff member as soon as possible after the cause of the complaint. If you are not satisfied with the outcome, you should complete a complaint form (available from the Office or the Study Smart Virtual Learning Environment (VLE) in the Policies section of the Virtual Reception).
166. On this form you should provide details of the:
  - reason(s) for the complaint;
  - evidence to support the complaint (please attach any relevant documents);
  - any action(s) taken so far to resolve the issue;
  - your desired resolution(s) of the issue(s); and
  - your name(s) and contact details.
167. DISC will acknowledge the receipt of the complaint form, normally within 5 working days. If the informal process has not been followed correctly then you will be advised how to make the informal complaint first.
168. We will investigate the matter, and you will be informed of the expected timescale to reach a decision or for the resolution of the complaint. You will have the right to meet with the person investigating the complaint. You are entitled to be accompanied to this meeting by another member of staff, student representative or a friend.
169. After the investigation is complete, the Head of Centre will write to you detailing the findings and (if appropriate) what actions will be taken.
170. Full details of the complaints process can be found in the Student Complaints and Appeals policy, available on Study Smart.

## Appeals

171. We hope that you will be happy with DISC's decisions about your work and progress. However, if you are not there are established procedures that you can follow in order to appeal.
172. All students who have relevant grounds have the right to submit an appeal. Appeals must be submitted in writing to the Head of Centre using an appeal form (available from the Office or on Study Smart), and can be made in the following circumstances:
  - against decisions made about allegations of cheating and other forms of academic misconduct in assessments/examinations;
  - if you have personal or other circumstances that we were not aware of at the time of an assessment board decision; or

- If you believe that you have been disadvantaged by any external circumstances within DISC's control.

173. You should explain on the appeal form why you are appealing and why you feel the original decision was not acceptable to you. .
174. Students who have been invited to attend the Appeals Panel meeting will normally be allowed to be accompanied by a person of their choice . You must notify DISC if you wish for someone to attend the panel meeting with you.
175. Following the meeting, you will be notified in writing of the decision made, and any action to be taken.
176. Full details of the appeals process can be found in the Student Complaints and Appeals policy, available on Study Smart.

### The behaviour of other people

177. As a student at DISC you have the right to be treated by all other students and staff with respect, and you do not have to tolerate abuse or harassment from other people for any reason.
178. If you believe that you are being bullied, sexually or racially harassed, or are the victim of some other form of harassment or unlawful discrimination, you should immediately talk to the Head of Centre, the Head of Professional Services or the Student Welfare Officer in order to arrange an investigation and try to resolve the matter quickly and in confidence.

### Complaints against the University

179. Wherever your contractual arrangement is with the University directly, for example residential accommodation and other University facilities (sports centre, library, etc.) you have a right to complain to the University if you are not satisfied (just as the University has the right to take actions against you if you break the rules). Please see their website for further information: <https://www.ucd.ie/secca/studentcomplaints/>

# Appendices

## Appendix A: Academic misconduct

1. Please note that full versions of these documents can be found in the Policies section of the Virtual Reception of Study Smart.

### Academic misconduct – detail & procedures

#### Cheating

2. Cheating includes:
  - Any form of communication with or copying from any other source (for example, another student) during an examination.
  - Communicating during an examination with any person other than an authorised member of staff.
  - Introducing any written, printed or other material into an examination (including electronically stored information) other than that specified in the rubric of the examination paper. Any additional written or printed material allowed to be taken into the examination room must be specified in the rubric of the examination paper in a manner which would be clear to a non-specialist invigilator.
  - Gaining access to unauthorised material during or before an assessment (for example a copy of the question paper or mark scheme relevant to a forthcoming examination).
3. The use of electronic dictionaries and of calculators with text storage capabilities is not allowed in examinations. Mobile phones and pagers may not be taken by students into any examination room. Any such devices brought into the room must be switched off and handed to an invigilator. Breaches of this rule will be treated in the same way as attempts to cheat.

#### Plagiarism

4. Plagiarism includes the representation of the work, written or otherwise, of any other person, from any source whatsoever, as the student's own. Examples of plagiarism are as follows:
  - The verbatim (word-for-word) copying of another person's work without clear identification and acknowledgement.
  - The close paraphrasing of another person's work by simply changing a few words or altering the order of presentation, without clear identification and acknowledgement.
  - Unidentified and unacknowledged quotation of phrases from another person's work.
  - The deliberate and detailed presentation of another person's ideas as one's own.
  - The use of text copied from any AI source (ChatBT, translators etc.).

#### Collusion

5. Collusion includes the conscious collaboration, without official approval, between two or more students or the use of AI (Artificial Intelligence) in the preparation and production of work which is finally submitted by each in an identical or substantially similar form and/or is represented by each to be the product of their individual efforts.

6. Collusion also occurs where there is unauthorised co-operation between a student and another person in the preparation or production of work which is then submitted as the student's own work.

### Procedures to be followed when any form of cheating is suspected:

7. In the case of coursework assignments, either written or oral, the subject tutor will prepare a report, to include the reasons for their suspicions and any relevant material as evidence, for the Head of Curriculum & Progression
8. In the case of breaches of examination regulations, the Examinations Officer will prepare a report on the nature of the breach (again with any relevant supporting material) and submit it to the Academic Misconduct Panel. This report should include any action already taken (for example, if the student was told to leave the examination room).
9. The Academic Misconduct Panel, after studying the subject tutor's or Chief Invigilator's report, will interview the student suspected of cheating. If the student admits the offence or attempt, a record of the interview will be placed on their file and a penalty will be imposed, as indicated below. If there was a breach of examination regulations, the Academic Misconduct Panel will decide on any penalty and or student action required. All decisions will be reported to and confirmed by the MAB. The decision will then be reported to the relevant PAB.
10. The student must be informed of their right to invoke the DISC Appeals Procedure. Appeals may be made against the decision itself and/or the particular penalty applied.

### Penalties to be applied

11. Two basic principles underlie the penalties imposed if an allegation of academic misconduct is upheld. The first is that the penalty needs to reflect the perceived seriousness of the offence (and intention may be taken into account when a penalty is imposed) and the second that any penalty needs to be more serious than the consequences of not submitting a piece of work or not attending an examination.
12. Potential penalties for minor misconduct
  - Percentage reduction of the final mark for the assessment;
  - Resubmission of sections of coursework;
  - Full resubmission of the assessment;
  - Examination grade set to zero with resit required.
13. Potential penalties for major misconduct
  - Percentage reduction of the final mark for the programme;
  - Full resubmission of the assessment for a capped mark;
  - Examination grade set to zero with resit required;
  - Assessment grade set to zero with no resubmission permitted.
14. You can also find this information on the Study Smart Virtual Learning Environment in the Policies section of the Virtual Reception.

## Appendix B: Useful Websites

University College Dublin	<a href="http://www.ucd.ie/">http://www.ucd.ie/</a>
Universal Currency Converter	<a href="http://www.xe.com/ucc/">www.xe.com/ucc/</a>
National Rail network	<a href="http://www.irishrail.ie/home/">http://www.irishrail.ie/home/</a>
Tourist Information	<a href="http://www.discoverireland.ie/">http://www.discoverireland.ie/</a>
Virtual Dublin	<a href="http://www.virtualvisittours.com/category/places-to-see-dublin">http://www.virtualvisittours.com/category/places-to-see-dublin</a>
Students Union	<a href="http://www.ucdsu.ie/">http://www.ucdsu.ie/</a>
Golden Pages (online phone directory)	<a href="http://www.goldenpages.ie/">http://www.goldenpages.ie/</a>





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