



STUDENT CHARTER



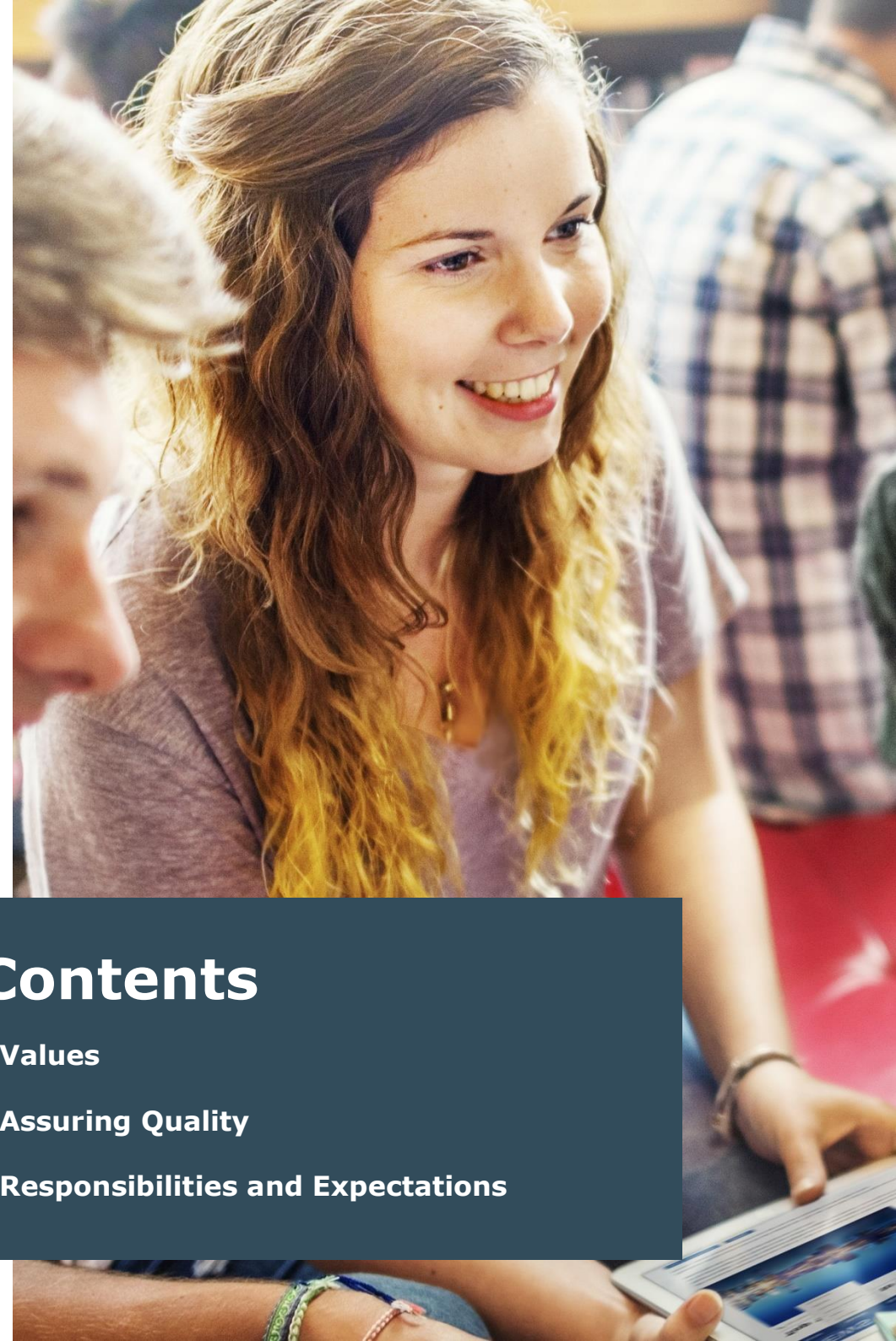
HIBERNIA
COLLEGE

Introduction

The Student Charter provides a framework that allows Hibernia College's staff, faculty, extended academic community and student body to collaborate, innovate and thrive in an environment of mutual respect and structured support. Its purpose is to establish the context in which all members of the Hibernia College community can adhere to standards of excellence and codes of professional conduct during all operational and pedagogical activities whilst always enshrining integrity, empathy and understanding as the principles of our communications.

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Values and Beliefs

Hibernia College is committed to the following values, which inform all aspects of our operational structure and decision-making processes. They inform what we do and how we do it.

■ Respect

We respect each other. We manifest this in many ways, including in our interactions with each other. We act with courtesy, integrity, and personal and professional competence and we treat each other with equity and fairness.

■ Trust

We trust each other. We manifest this in many ways, including the provision and receipt of honest and timely feedback, the open sharing of information and consultation with relevant members of the College community regarding decisions that will affect them directly or indirectly.

■ Autonomy

We believe in personal and intellectual autonomy, the pursuit of knowledge and sharing it with the wider community.

■ Removing Barriers

We believe in removing barriers to participation in education and that education is the route to a just and fair society.

■ Engagement

We are committed to engaged citizenship, providing a supportive, nurturing and engaging working and learning environment.

■ Sustainability

We believe in sustainable material and social development, respecting our environment and its resources.

■ Innovation

We believe in seizing opportunities, working agilely and synergistically to offer educational innovations to our learners and potential learners.

Assuring Quality

The Student Charter has been drafted in accordance with these values and expresses Hibernia College's responsibilities towards, and expectations from, all members of the College community. Our codes of conduct, operational procedures and academic policies are developed in accordance with the criteria established by Quality and Qualifications Ireland (QQI), the statutory body that awards our degrees, and in conformity with *Standards and Guidelines for Quality Assurance in the European Higher Education Area* (ESG). Information about QQI and Hibernia College quality assurance policies and procedures can be accessed [here](#).

Students are advised to consult our quality assurance policies and procedures, which include appeals, complaints and disciplinary procedures, so that they are aware of the responsibilities we have towards them and what we expect from them in return. Whilst these policies outline the various regulatory components and operational procedures, they also illustrate a person-centred approach to staff-student relationships founded on empathic understanding and mutual respect.

The key aspects of these policies and procedures should be read in conjunction with this Student Charter and our *Teaching, Learning and Assessment Strategy (2016)*, which clearly states the attributes that Hibernia College seeks to instil in its graduates.



Responsibilities and Expectations

Hibernia College is proud of its graduates. We value ourselves on our reputation as a fully accredited, professional education College whose qualifications are recognised internationally. The responsibilities and expectations outlined in the Student Charter aim to help staff and students further contribute to and improve on this culture of achievement and satisfaction by establishing standards for behaviour and explaining our commitment to offering a unique learning experience in an environment of mutual respect and structured support.

As a private, independent College whose programmes are professionally accredited, the provision of a place to a student has attendant responsibilities that Hibernia College takes very seriously. On accepting a place on one of our programmes, students agree to adhere to a particular code of conduct that applies equally to all members of the College community.

Students are provided with access to high-quality learning resources, facilities and professional support, which are continuously monitored in accordance with our Quality Assurance Framework. Students must actively demonstrate their acquisition of the necessary skills and knowledge to succeed on our programmes. To have a positive experience, they must consistently demonstrate commitment to their studies and communicate with all members of the College community with courtesy and respect.

The next page outlines reciprocal responsibilities shared by staff and students of Hibernia College.





SERVICES & SUPPORTS

You can expect Hibernia College to:

- Provide support mechanisms to assist you in completing your programme
- Hold your data and personal information in a safe, secure and confidential manner
- Ensure that any changes that may affect your performance or attainment are communicated in a timely and coherent manner
- Invite new students to attend our orientation programme and provide alumni services

As a student of Hibernia College, you are expected to:

- Communicate your needs with integrity and in a timely manner
- Provide full and accurate information about previous educational experiences
- Abide by College policies on the use of services and supports
- Engage in our orientation events and activities



THE DIGITAL ENVIRONMENT

You can expect Hibernia College to:

- Provide and maintain an effective and secure virtual learning environment
- Ensure that technical problems are resolved in a timely fashion and do not negatively affect your participation on the programme

As a student of Hibernia College, you are expected to:

- Avail of all relevant resources on the virtual learning environment
- Maintain a professional digital footprint, most importantly, ensuring that your actions do not call yourself, Hibernia College or your profession into disrepute



THE ACADEMIC ENVIRONMENT

You can expect Hibernia College to:

- Provide you with high-quality teaching and learning opportunities with well-qualified and competent staff
- Provide you with opportunities to demonstrate your acquired learning in appropriate and diverse ways
- Provide you with feedback on your progress and assessments in a timely manner
- Ensure standardised feedback from assessors and transparency regarding the allocation of grades

As a student of Hibernia College, you are expected to:

- Fully engage with your programme of study by attending all classes, both online and on-site, completing and submitting assessments on time, and reading all preparatory material assigned for your subject
- Formally commit yourself to the highest standards of academic integrity regarding all assessed work
- Engage in any work placement element of a programme with due regard to the ethics and professional standards of the relevant work environment
- Ensure that any information provided solely for your use during your programme is not shared with others



INTERPERSONAL COMMUNICATIONS

You can expect Hibernia College to:

- Maintain regular communications with you in person, in writing, by telephone and online in a clear, respectful and truthful manner
- Provide you with a clear guide as to how grievances and complaints should be managed by the College and its students

As a student of Hibernia College, you are expected to:

- Communicate with all staff and other students with respect, whether in writing, by telephone or in person
- Use the appropriate private channels for managing grievances and pursuing complaints as outlined by the College rather than using public forums and media platforms



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