



Trinity College Dublin & TCD Students' Union/  
Aontas Mac Léinn Choláiste na Tríonóide  
(TCDSU/AMLCT)  
**Student Partnership Agreement 2025-2026**



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## Introduction

The Student Partnership Agreement (agreement hereafter) is an agreement between Trinity College Dublin (Trinity hereafter) and the Trinity College Dublin Students' Union/Aontas Mac Léinn Choláiste na Tríonóide (TCDSU/AMLCT hereafter). This agreement is an important step in building a collaborative spirit of engagement between Trinity and TCDSU/AMLCT.

At its core, this agreement is built upon the ten principles of student engagement as outlined by the Higher Education Authority (HEA) and the National Student Engagement Programme (NStEP). These principles are democracy, students as partners, inclusivity and diversity, transparency, students as co-creators, collegiality and parity of esteem, professionalism and support, feedback and feedback loop, self-criticism and enhancement, and consistency.

Each principle serves as a cornerstone for this agreement, guiding the mutual efforts of Trinity and TCDSU/AMLCT towards fostering a vibrant, inclusive, and dynamic community. Our shared commitment to these principles ensures that every aspect of student life and governance is approached with a focus on collaboration, respect, and continuous improvement. Trinity acknowledges the democratic right to peaceful protest, whilst recognising the rights of others and that this is a legitimate form of expressing grievances with the University.

This is more than just a document; it is a testament to the shared vision and collective effort of Trinity and TCDSU/AMLCT to create a thriving environment for both staff and students. By signing this document, Trinity and TCDSU/AMLCT are committed to making every effort to adhere to these principles, ensuring that the student experience at Trinity College Dublin is nothing short of exceptional.

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*Provost and President*

*Dr. Linda Doyle*

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*President*

*Ms. Grace McNally*

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*Vice-Provost/CAO and Deputy President*

*Professor. Orla Sheils*

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*Education Officer and Deputy President*

*Mr. Buster Whaley*

## What is partnership?

Partnership should form the basis of the relationship between the TCDSU/AMLCT and Trinity. This agreement signifies our collective commitment to a collaborative and reciprocal relationship with the overarching goal of enhancing the overall student experience for all students. This partnership manifests itself mainly through the election of student representatives by TCDSU/AMLCT and the facilitation of these representatives' roles by the college's statutes with positions on College and School Committees. However, this document outlines a number of possible opportunities, which embody the ten principles of student engagement, for partnership and collaboration under Section B.

TCDSU/AMLCT is recognised by Trinity as the sole representative body for all students at Trinity, and this agreement further recognises TCDSU/AMLCT's role to act as the sole representative voice for students and to be a means of communication between its members and Trinity. In acting as such, TCDSU/AMLCT is solely responsible for the election of student representatives who advocate for the interests of their constituency. Trinity provides the framework and numerous opportunities for these representatives to actively participate in decision making processes across all sections of College administration. Trinity does this by facilitating the inclusion of student representatives in its governance structures, *i.e.*, the College Statutes, and ensures that students have an active voice in shaping policies and decisions which concern the student experience.

Undoubtedly, this agreement marks a positive step in the ongoing collaborative relationship between Trinity and TCDSU/AMLCT. It also inherently brings about challenges due to differing perspectives and experience of both parties to the agreement. Notwithstanding that differences may arise; the parties nonetheless shall always endeavour to work together to reach a consensus which achieves the shared fundamental goal of enhancing the overall community experience.

## Scope

This agreement shall apply to both TCDSU/AMLCT and Trinity.

### TCDSU/AMLCT:

- All capitated students.
- All sabbatical officers of TCDSU/AMLCT.

### Trinity:

- All academic staff contracted to Trinity.
- All professional staff employed at Trinity/

## Roles and Responsibilities

The Vice-Provost/Chief Academic Officer is the primary sponsor on behalf of Trinity. The TCDSU Education Officer is the primary sponsor on behalf of TCDSU/AMLCT.

Furthermore, the agreement is also endorsed by the Provost/President of Trinity, Dr. Linda Doyle, and the President of TCDSU/AMLCT.

It is the responsibility of both the sponsors and the endorsers to ensure that both parties are fully compliant with the agreement and will endeavour to achieve the goals within the partnership themes collaboratively.

## Implementation and Review

The implementation of this policy will be guided by sections B and C, namely the Representation Strategy and the Partnership Themes respectively. These sections outline an annual plan of partnership between the two parties, and both parties shall fully publish the document on our respective website to be cited on a regular basis.

Within TCDSU/AMLCT, this agreement has been approved by the Sabbatical Board, the Students' Union Executive, Union Forum, and the main decision-making body of the Union, TCDSU/AMLCT Council.

Within Trinity, this agreement has been approved by the Student Life Committee.

An annual report of the progress made shall be provided at the last meeting of all aforementioned committees and boards, and this agreement shall be reviewed and renewed on an annual basis by both parties. This review process will be completed by both the TCDSU Education Officer and the Vice-Provost. The parameters of the agreement's success should be outlined in the agreement's initial presentation to the aforementioned committees. These parameters will be developed by both parties.

# Section A – Student Representation

## Representation and Engagement with Student Representatives

With regards to formal student representation, Trinity is committed to involving students in decision-making processes as required under the Universities Act 1997, the Higher Education Authority Act 2022 and standards set out by the Qualifications and Quality Assurance Authority of Ireland (QQI). All capitated students and Sabbatical Officers are members of TCDSU/AMLCT, as such TCDSU/AMLCT are best suited to advocate for Trinity’s diverse student population through representing their rights, needs and opinions to the College. This agreement further acknowledges the role of TCDSU/AMLCT with regards to student representation. There are a number of opportunities within TCDSU/AMLCT to get involved and become a student representative. These opportunities are encouraged and facilitated by Trinity who acknowledge the importance of the student voice through the Statutes which make way for student representation on committees of importance to the students.

## Opportunities to become involved in student representation

This agreement outlines the framework for formal student representation, ensuring students have a voice in the governance and decision-making processes of the university, in line with standards set out by QQI, the Universities Act 1997, and the HEA Act 2022. There are a number of opportunities for students to become involved, and for them to play an active role in ensuring the student voice is at the core of all decision-making bodies within Trinity. These opportunities include, but are not limited to:

### *Sabbatical Officer Elections*

Students have the opportunity to stand for election as Sabbatical Officers within TCDSU/AMLCT. There are seven full time representatives, the President, Education Officer, Welfare and Equality Officer, Communications and Marketing Officer, Entertainments Officer, Editor of the University Times, and Oifigeach na Gaeilge. These Sabbatical Officers work full-time to address student issues and liaise between the student body and the College administration.

### *Part-Time Officers (PTOs)*

TCDSU/AMLCT has fourteen PTOs, all with their own area of competence and responsibility. These PTOs reflect the diversity of our student body and ensure that all cohorts across the student body have a representative within TCDSU/AMLCT looking out for them. These officers, among others, form part of Union Forum, the Students' Union Executive body. This

organisational structure allows TCDSU/AMLCT to effectively address the various needs of the diverse student population, ensuring that all students have a voice and a representative to advocate for their specific needs.

### *Faculty and School Convenors*

Faculty and School Convenors play a crucial role in representing students' academic needs and interests at a local level. Faculty Convenors are the primary academic representative of their respective Faculty, and they represent their constituency to University Council, Faculty Executive Committees, and on Union Forum. Similarly, School Convenors are the primary academic representative for their respective school, and they represent their Constituency on their School Executive Committee.

### *Class Representatives*

Elected class representatives serve as the first point of contact between students and TCDSU/AMLCT. The role of a class representative primarily involves facilitating communication between the Union and their members and also advocating for their constituents' needs and interests. There are a number of different forums for class representatives to report information to the Union, this can be done informally through our slack or general conversations, or this can be done formally using several structures of communication within the Union. On this point, there are standing committees (Education, Communications, and Welfare etc.), there are also local fora per faculty, and these are known as Faculty Assemblies, and finally at TCDSU/AMLCT Council, the ultimate decision-making body of the Union.

## **Responsibilities of TCDSU/AMLCT in providing the aforementioned opportunities**

In providing these opportunities, TCDSU/AMLCT acknowledges its responsibilities to facilitate fair and effective student representation. With these opportunities, there are a number of responsibilities, of which are outlined below.

### *Free and Fair Elections*

All positions are filled through elections or selected through anonymized applications. These processes are conducted transparently and impartially, ensuring equal opportunity for all students to participate. Further, these processes are overseen by the Electoral Commission of TCDSU/AMLCT to ensure fairness.

### *Notification of Election Results*

Following an election, TCDSU/AMLCT will inform the relevant committees of the election of student representatives, allowing for adequate representation to be in place in a timely manner.

### *Training and Support*

TCDSU/AMLCT will ensure that all elected representatives receive comprehensive training to equip them with the skills and knowledge needed to perform their duties effectively.

### *Data Sharing Agreement*

This agreement notes the established Data Sharing Agreement between Trinity and TCDSU/AMLCT. TCDSU/AMLCT also has access to the mailing list of all capitated students within Trinity and ensures that this list is maintained accurately and stored solely for legitimate purposes. This access brings additional responsibilities, namely that TCDSU/AMLCT is committed to safeguarding student data and reporting any breaches promptly to the relevant authorities, ensuring compliance with data protection regulations and maintaining student trust.

## **Role of Trinity with regards to formal student representation**

This agreement recognises the important role of Trinity in creating an environment of active student representation and engagement across all levels of decision making in Trinity. This agreement signifies a commitment from Trinity to ensure that student voices are heard, respected, and integrated into all decision-making processes within the university affecting students as referenced in the statutes.

### *Engagement with Elected Representatives*

Trinity and TCDSU/AMLCT are committed to maintaining a respectful and collaborative relationship involving all elected student representatives, and TCDSU/AMLCT. Engagement should be at the core of the relationship between Trinity and TCDSU/AMLCT. This engagement should span from all professional staff and central offices, such as Academic Registry, to senior academics and College management. This engagement will involve regular meetings, continued dialogue, and participation in activities run by TCDSU/AMLCT and vice versa. This participation shall include but not be limited to attendance at SU Council meetings, participation in Trinity or Union town halls, and any possible initiative organised by either party. The Provost, in recognition of the importance of engagement with TCDSU/AMLCT, has committed to holding regular monthly meetings with the entire Sabbatical Team, a move which should be applauded.

### *Trinity's Role in TCDSU/AMLCT Elections*

In support of formal student representation, Trinity should actively support TCDSU/AMLCT in their efforts to encourage student participation in elections. Trinity should continue to provide a platform for the Union to promote their elections and should encourage students to participate in these elections, for example, through Schools disseminating information to their students about any election that TCDSU/AMLCT is running. In doing so, Trinity will help the Union in securing adequate representation for the Union and the College. Further, in recognising the role of TCDSU/AMLCT as the sole representative body for students in Trinity, the university will report any non-elected representatives who attempt to act in an official capacity without the mandate of the student body to TCDSU/AMLCT. This will endeavour to ensure that all voices within the Union are legitimate and truly reflective of the student body.

### *Invitation to Committees*

Trinity is dedicated to including elected student representatives from TCDSU/AMLCT on all relevant College and School committees, in accordance with College statutes. Once the contact information of elected representatives is received, Trinity will promptly invite representatives to the relevant committees ahead of the next Committee meeting.

Through these formal opportunities and responsibilities, this Agreement fosters a collaborative environment where students can actively participate and contribute to the Trinity community's enhancement.

## **Postgraduate Representation**

Postgraduate representation is fully integrated into the TCDSU/AMLCT.

As part of this integration, TCDSU/AMLCT have made a distinction between PGR and PGT, and this distinction is being made because while there are similarities between the two groups, there are significant differences which we feel should be addressed separately. This process of integration has progressed through a number of different channels, but this agreement commits both parties to continue engaging with these processes of integration so that there will be adequate and sustained representation for postgraduates in the long term, something which is long overdue. The full details of this proposal can be found [here](#).

### *Postgraduate Researcher*

- **A subgroup** of TCDSU/AMLCT is run for and by postgraduate researchers.

- **A Postgraduate Researcher Officer** is elected at the first meeting of the PGR Council and who must be a current PGR.

TCDSU/AMLCT Council is not currently adequate to address the needs or concerns of PGRs. This arises from the fact that it is broad in nature, encompassing all aspects of the Union and therefore requires democratic input from all of the Union. However, the interests, needs, and modes of engagement that PGRs can take upon themselves differ widely from those that undergraduates and PGTs need.

As such, PGRs have been given a sub-group within TCDSU/AMLCT that:

- Addresses PGR issues.
- Provides a forum for PGRs.
- Has the authority to propose motions that relate to PGRs to TCDSU/AMLCT Council for noting and approval.

### *Postgraduate Taught*

- **PGT students are incorporated into regular TCDSU/AMLCT infrastructure.**
- **A Postgraduate Taught Officer** paid on a full-time basis, is elected in TCDSU/AMLCT elections and must be a current PGT student.

Unlike the PGR representative, the PGT representative will be full-time. It is imperative that PGT representation should not be grouped with that of PGRs. The needs and demands of PGRs and PGTs are equally important but distinct enough that grouping them into the same forum would do a disservice to both.

It is believed that the TCDSU/AMLCT infrastructure is well-built to manage PGT issues as-is, save for the likely necessity of a dedicated officer to represent PGT students, and assurance that they, like PGRs and UGs, have at least one representative in the Union. The number of PGT representatives shall be reviewed at the start of every academic year by the Education Officer as part of their role in managing Schedule 1.

### *Election to College Committees*

With regards to positions on University Board, University Council, and their principal committees, TCDSU/AMLCT have allocated two positions for postgraduates; one position reserved for a PGR and the other for a PGT. The position allocated for a PGR is elected at the first meeting every school year of the PGR council. Similarly, the position allocated for a PGT will be elected at the first meeting of TCDSU/AMLCT Council, where possible. Only PGR and PGT representatives may vote for these respective positions, but any PGR or PGT has the right

to put their name forward for the positions. Where there is one postgraduate position allocated for a College committee, e.g., University Board, it is suggested that this position should be elected at the TCDSU/AMLCT Council to ensure that both PGR and PGT are afforded the same opportunity here.

### *Postgraduate Representation at a Local Level*

According to the College statutes, the membership of each School Executive Committee details that the two student representatives must consist of one undergraduate and one postgraduate. While we recognise that PGT and PGR face a number of different issues, we must work within the confines of the statutes for now, and as such this is what TCDSU/AMLCT is proposing.

The integration of all PGs (PGT + PGR) into the UG Faculty Assembly structure. In recognising the demanding schedules of PGRs, it is impractical to expect them to attend additional meetings beyond their extensive research, academic and life commitments. By incorporating PGs into the existing UG Faculty Assembly structure, both UG and PG concerns can be addressed in a single forum. This consolidation not only enhances efficiency but also fosters a stronger environment where representatives from both levels can provide updates and relay issues back to their respective schools

With regards to the election of PG School and Faculty Convenors, TCDSU/AMLCT proposes that following the election of the PGR and PGT representatives, we should hold elections for the PG School and Faculty Convenors at the first meeting of each respective Faculty Assembly. This will allow for both PGT students and PGRs to have the opportunity to put themselves forward for the election. This will allow for all schools to have a PG representative in place in a timely fashion ahead of the first School Executive Committee meeting. The election process will be overseen by the TCDSU/AMLCT Electoral Commission, ensuring fairness and transparency, and all of the same rules which apply to the UG School and Faculty Convenor elections shall apply here (i.e., only representatives from a certain school may vote for the convenor for that school).

This Faculty Assembly will be crucial for fostering a strong sense of community within TCDSU/AMLCT, offering an essential collaborative environment to address local issues within each Faculty. These assemblies should endeavour to meet twice a term, and will elect the new PG Faculty Convenor, Deputy and School Convenors at the first meeting of the academic year.

This agreement represents a commitment on both parties to fully engage in these processes, thus requiring the expansion of the Data Sharing Agreement to capture all Postgraduates.



## Section B – Partnership Themes and Projects

The overarching theme for this agreement is Gach Mac Léinn, Gach Lá. This agreement proposes an agenda to ensure that we can work collaboratively to address a number of pressing issues for students. This agreement notes three key areas of collaboration: Enhancing Student Engagement, Promoting Universal Design in Learning, and Inclusion at the Core of everything we do.

This agreement has identified three key areas of collaboration between Trinity and TCDSU/AMLCT. It is hoped that both parties will fully commit to the actions outlined below so that we can build an inclusive future, together. Monitoring and oversight of this agreement will be undertaken by the Education Officer, and the Vice-Provost. The Provost should also be updated on any progress reports during her monthly meeting with the Sabbatical Team.

### Enhancing Student Engagement

Engagement that can meaningfully lead to partnership between Trinity and TCDSU/AMLCT requires open and transparent relationships, and a dialogic approach to engagement. Dialogue denotes communication that is multi-directional and responsive to concerns and ideas, underpinned by recognised processes of providing feedback and taking actions that close the aforementioned feedback loop. This agreement recognises that authentic debate and discourse thrive in an environment where the outcomes of that discourse are valued and actionable, where opinions and experiences are treated with legitimacy. This agreement accepts that Trinity and TCDSU/AMLCT may often disagree on matters and hold a different point of view. This may result in protest or criticisms from TCDSU/AMLCT, but this agreement binds both parties to endeavour to work together to come to a consensus so that we can both build an inclusive future, together. In order to achieve this, we must enhance student engagement, and this can be done by.

- Ensuring that Trinity and TCDSU/AMLCT meet on a regular basis; the agreement from the Provost to meet with the entire Sabbatical Team on a monthly basis is prime example of this.
- To ensure the student voice is always heard, and integrated into all decision-making processes, free opportunity should be afforded to the TCDSU/AMLCT to raise concerns at college meetings.
- Ensuring there is an agreed approach to the governance of this agreement.

## Promoting Universal Design for Learning

In response to our increasingly diverse student and staff bodies, Universal Design for Learning (UDL) remains a significant reference guide for ensuring inclusivity is at the core of everything we do. UDL is an educational framework that aims to accommodate the diverse needs of all students by providing multiple means of representation, engagement, and expression. UDL emphasises flexible assessment methods, moving beyond traditional exams to include various forms of evaluation such as projects, presentations, and portfolios. This approach acknowledges the need to provide equal opportunities to learn and provide multiple opportunities to demonstrate their knowledge and skills, promoting a more inclusive and effective learning environment. By striving to embed inclusive practices throughout Trinity and by cultivating an inclusive community, Trinity will support students in achieving their goals whilst embodying the Trinity Graduate Attributes, ensuring a sense of belonging and respect for diversity and inclusion.<sup>1</sup> The TCDSU/AMLCT would like to bring to the attention of the College multiple pieces of research on this. In order to support these goals, we must embed the principles of universal design for learning in everything we do, some examples of this include.

- 52% of students with LENS reports have had their reasonable accommodations fully met, 48% have not, leading to situations where students have difficulties or in some cases are unable to continue their studies. This agreement will work to understand these issues by pushing for increased awareness within Schools and Faculties on how to access and implement accommodations, improved access to learning materials, and better alternative versions of resources on the Virtual Learning Environment. This agreement will require all Schools to work with the DisAbility Hub on implementing these recommendations outlined in the TCDSU/AMLCT x DisAbility Hub Report on LENS Student Reasonable Accommodations.<sup>2</sup>
- This agreement commends the work of the University in advancing the institutional statement regarding Gen AI through governance, however it is with regret that some Schools within Trinity still provide no guidance to students in this area. This agreement should serve as an encouragement to all Schools to develop guidance for students in this area.
- Additionally, given the critical role of lecture recordings during Covid and the ongoing Housing and Cost of Living crises, it is essential to ensure these resources remain accessible for students who cannot attend in person. This agreement commits Trinity and TCDSU/AMLCT to establish an empowered Working Group to fully investigate concerns related to lecture recordings and develop a comprehensive policy on this issue. TCDSU/AMLCT would like to draw the College's attention to the recent successful

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<sup>1</sup> Trinity College Dublin, *Calendar 2024-25 – Part II* (2025) 27.

<sup>2</sup> Trinity College Dublin Students' Union, Report on LENS: Student Reasonable Accommodations at Trinity College Dublin (2022)

<https://www.tcdsu.org/images/pdf/publications/Report-on-LENS-Studen-Reasonable-Accommodations-at-Trinity-College-Dublin.pdf> accessed November 2024.

task force in Queens' University Belfast, which involved management, students, and trade unions, to develop a lecture recording policy that is satisfactory for all parties.<sup>3</sup>

- Continuous professional development is essential for all staff so that the principles of inclusion and accessibility (UDL) are addressed effectively. This agreement requires Trinity to ensure that regular training is offered to ensure that staff are well-equipped with the required knowledge and skills to create an inclusive learning environment which caters to the increasingly diverse needs of our student body. These trainings will allow staff to collaborate with others to discover and develop best practice in this area.

## Inclusion at the Core

Trinity is currently the 31st most international university in the world, as a result Trinity is a globally engaged and globally connected university.<sup>4</sup> With this brings a diverse and bustling community of staff, students, and alumni of which we are so proud of. Having a diverse mix of students learning and socialising together speaks strongly to both of our deeply held values of being an inclusive community. Diversity and inclusion should be at the core of everything we do, and this agreement is no different. Through embodying the principles of diversity and inclusion, we have the potential to not just make our community strong, but truly extraordinary. It is clear that when we work together to embrace the full spectrum of experiences, perspectives, and identities that each student brings, we create a learning environment that is dynamic, innovative, and empowering. This agreement notes the successes of the Trinity Access Programme (TAP) in expanding access to Trinity, and the Trinity Colonial Legacies project in examining Trinity's historical connections to colonialism and contributing to the ongoing dialogue about decolonisation in education and society. However, more work can and should be done to ensure that all students in our diverse University can take part and contribute to its successes. As such, this agreement puts forward the following goals to help us create an environment where everyone can take part and succeed.

- This agreement shall support the work of the Ethnic Minority Support Group.
- Trinity will be proactive in its pursuit of fostering an inclusive environment for all staff and students. This agreement will require Trinity to endeavour to develop comprehensive inclusivity training for all staff and students to ensure that all members of our University community can promote diversity and inclusion across everything that we do.

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<sup>3</sup> Queen's University Belfast, 'Recording of Teaching Policy Pilot – FAQs' (Digital Learning, 2023) <https://blogs.qub.ac.uk/digitallearning/blog/recording-of-teaching-policy-pilot-faqs/> accessed November 2024

<sup>4</sup> Trinity College Dublin' (Times Higher Education, 2024) <https://www.timeshighereducation.com/world-university-rankings/trinity-college-dublin> accessed November 2024.

- This agreement recognises that the student experience is more than just experiences on campus, and that many students have jobs outside of and as part of their degrees. As a result, their College must be there to support them. Trinity will work with TCDSU/AMLCT to develop a first of its kind working students' policy to ensure that accommodations, support, and resources are provided to students who work. It will also ensure that students who are employed within Trinity are paid a living wage pro-rata, and within a reasonable timeframe.
- This agreement commends the commitment already displayed by the College with regards to the provision of more resources for the Irish Language Office. However, in light of the new provisions passed in the 2021 amendment of the Official Languages Act as well as widespread calls for the decolonisation of curricula, it is clear that specific and detailed planning and policy are needed regarding the growth and development of service provision and education in the Irish language. Within this, Trinity needs to explore how modules could have greater support for delivery through the medium of Irish in disciplines outside of the Department of Irish, as well as incorporating Irish language versions of websites.
- Trinity and TCDSU/AMLCT will work together to develop a streamlined initiative providing free hygiene products to all who require them. By tackling period dignity head-on, we can directly tackle stigma and shame around periods for students and staff, thus making our campuses more inclusive places for members of our academic community from all backgrounds.

## Section C – Scope of the Agreement

This document presents the scope of the agreement. It identifies the typical areas of interaction between students, the sabbatical officers, and Trinity that are subject to this policy. It should be actively engaged with by staff and students as a means of collaboration between both parties to address issues.

It does not impose any legal duty or obligation on the Board, any College officer, employee, or student. Partnership activities should consider current local practice and seek opportunities for enhancement by referencing best practice. It is important to note that the University Regulations contained within the College Calendar supersedes anything within this section. The outcomes of partnership activities may be used to guide resource allocation. We encourage you to discuss the following in the spirit of Partnership.

The Scope contains the following chapters:

Chapter 1 – Introduction.

Chapter 2 – Prospective Students and New Entrants.

Chapter 3 – Teaching and Learning.

Chapter 4 – Assessment.

Chapter 5 – Services.

Chapter 6 – As Alumni.

Chapter 7 – Student Capitated Bodies.

Chapter 8 – Resolution of Issues and Code of Conduct Procedures.

## Chapter 1 – Introduction

This agreement has been written TCDSU/AMLCT with input from multiple stakeholders in Trinity, including a number of College staff. This year's agreement highlights several projects in which TCDSU/AMLCT are working on for the upcoming academic year. The goal of this agreement is to ensure that we can work collaboratively on these projects to enhance the overall student experience. Further, this agreement aims to outline what all students can expect from Trinity, and what Trinity can expect from its students, and Students' Union. The agreement emphasises the importance of reciprocal engagement between staff and students in the pursuit of excellence in teaching and learning, and in the successful creation of a comprehensive student experience, and as part of lifelong learning.

Queries relating to this agreement should be directed to the Education Officer of TCDSU/AMLCT, or the Office of Vice-Provost.

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

Trinity College Dublin will endeavour to:

- Provide opportunities for excellence in academic education through both depth and breadth of learning.
- Ensure students are a key stakeholder in the University community.
- Provide access to all the opportunities and supports that the University has to offer.
- Continue and expand its efforts to promote diversity and inclusion, so as to ensure that all students should be able to feel valued and included in Trinity.
- Ensure access to excellent research and research opportunities.
- Provide guidance and support, both academic and personal, that commences upon entry and continues beyond graduation.
- Work with TCDSU/AMLCT, the sole representative body for students, to develop policies which support students to ensure that everyone can take part in the student experience.
- Treat all members of the University community with dignity and respect.
- Engage in regular and meaningful dialogue with TCDSU/AMLCT, the sole representative body for students, in doing so Trinity will take student concerns seriously, and will work collaboratively to address them.
- To work towards the implementation of the principles of UDL, to ensure that different learning practices, accessible materials are available to meet the needs of all students.

- Foster the growth and development of the Irish language as a daily spoken language and central aspect of College life and fulfil its obligations as a public body under the Official Languages Act 2003 and (amendment) 2021.

Trinity students will endeavour to:

- Achieve excellence in their programme of study.
- Engage in the University community through academic and co/extra-curricular opportunities.
- Respect and adhere to the rules and regulations of the University.
- Respect the diverse views, and experiences of their peers and staff, to ensure an inclusive and thriving academic community.
- Engage actively in dialogue, and discussions with Trinity and TCDSU/AMLCT to provide feedback and participate in the decision-making process which affects their student experience.
- Participate in initiatives aimed at promoting inclusivity, such as TAP and decolonisation efforts to contribute to a welcoming University for all.
- Treat all members of the University community with dignity and respect.

## Chapter 2 – Prospective Students and New Entrants

Trinity, as per the 2019 – 2024 Strategic Plan, is committed to attracting students from diverse backgrounds. Through its access programmes (such as TAP’s Foundation Course and HEAR Schemes, the Trinity Disability Service’s DARE Scheme, and the Global Relations International Foundation Programme) the University facilitates admission for non-traditional students. The University attempts to make the application process as transparent as possible.

*Prospective Trinity students are assured:*

- An accurate accessible prospectus will be readily available.
- Easy access to detailed information about the capitated bodies in Trinity College Dublin, student support services, and online information pertaining to your respective courses.
- Responses in either official language to queries about any aspect of coming to Trinity from relevant services.

*Trinity is assured:*

- Compliance with the procedures, requirements, and timeframes of the application process.

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

### **New Entrants**

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

*New Trinity entrants are assured:*

- Receipt of a Welcome Guide and orientation materials containing information about the University, supports and services, the Students' Union, clubs, and societies before the beginning of the Academic Year.
- Receipt of information about immigration, accommodation, banking, and social security procedures in Ireland, as well as how to access services including the TCDSU/AMLCT Accommodation Advisory Service and Financial Advisory Service within the Students' Union.
- An orientation programme (comprising a Freshers' Week for undergraduates and orientation programmes for visiting, Erasmus and postgraduate students) including a formal welcome from the Provost and information on support at Trinity, study skills, health, mental health and wellbeing, consent, sustainability, the Students' Union and extracurricular activity.
- Additional, targeted orientation sessions, including International Students orientation, Course/Faculty Specific Orientations, Mentor-led inductions (undergraduate only), Disability Service Orientation, Mature Students Orientation, postgraduate-specific Orientations as well as TAP Orientation.
- Provision of a course/ programme handbook encompassing information about assessment and progression, recommended reading, detailed curriculum descriptions, the plagiarism policy, dignity and respect policy, and fitness to practice policy.
- Receipt of a copy of your course timetable on mytcd.ie in a timely manner.
- Receipt of a bilingual, universally accessible copy of this Partnership Agreement.
- Provision of a College tutor for undergraduate students, or information about the Postgraduate Advisory Service for postgraduates.
- Provision of an events calendar for society, club and TCDSU/AMLCT events.

*Trinity is assured:*

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

## Chapter 3 – Teaching and Learning

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

### **a. Taught programmes**

*Trinity Students will be provided with:*

- A teaching and learning environment that is student-centred, evidence based, inclusive, diverse, ethical, and part of a lifelong learning process.
- A comprehensive transparent schedule of assignments and assessments.
- An online learning environment that is universally accessible and includes details of course requirements, recommended reading, referencing styles, submission dates, staff contact details and lecture material.
- Feedback on assignments in line with the Return of Coursework Policy with systemised rubrics.
- Opportunities for supervised research and corresponding access to the Research Supervisor – Student Agreement. It is important to note that this agreement is still in its pilot stage, and specific queries related to your programme should be directed to your supervisor.
- Assistance in the provision of resources for academic learning.

- Support to contribute to teaching and learning enhancement through various formal and informal feedback mechanisms.
- Accountability amongst staff to deliver the course objectives appropriately.
- Recognition and accreditation for students' own work.
- Timely notification of changes in course structures and assessment.
- To undertake an investigation regarding policies and processes required to enable students to take modules which they have failed as part of a repeat year.

*Trinity is assured:*

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

## **b. Research Programmes**

*Trinity Postgraduate Researchers are assured:*

- High quality supervision throughout their programme in an effort to support researchers.
- Access to adequate facilities, labs, libraries, and other facilities deemed necessary to support their research.
- Clear communication in a timely manner from their supervisor.
- Opportunities to develop academically and professionally through taught modules and, where appropriate and relevant, through mobility and internships, opportunities to teach and opportunities to contribute to College and their School/ discipline. Teaching opportunities are detailed in the '*guidelines on the nature of teaching expectations and the process of allocating teaching and learning opportunities to postgraduate research students*'.

- Trinity will adhere to the recommendations of the Academic Freedom and Institutional Links Taskforce with regards to research collaborations.

*Trinity is assured:*

- Student engagement in the teaching and learning processes.
  - Student engagement in quality assurance mechanisms.
  - Behaviour of an appropriate manner in the teaching and learning environment which abides with Trinity regulations.
  - Awareness and adherence to academic integrity guidelines and advice.
- c. Other relevant committees and groups for review of academic practice**

### ***Trinity Inclusive Curriculum Project***

The Trinity Inclusive Curriculum Project (Trinity INC) is a group within Trinity which drives for greater integration of the principles of Universal Design for Learning as well as tackling the issue of decolonising the curriculum. More recently, the INC module on inclusive design (based on UDL principles) has moved to the Centre for Academic Practice to enable the mainstreaming of this training to Trinity academics and teaching staff. The Centre for Academic Practice (CAP) will work with Trinity EDI office to foster the knowledge and skills in academic and teaching staff thus enabling integration into Trinity course design. They (CAP and EDI office) will collaborate with student partners and staff champions to coordinate the furtherance of this goal throughout Trinity.

### ***Undergraduate Common Architecture Governance Committee***

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

### ***Undergraduate Studies Committee***

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

### ***Trinity Elective Sub Committee***

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

### ***Trinity Research and Innovation Hub***

The oversight group will include representatives from TCDSU/AMLCT (Education Officer) and from the broader college environment which is set to construct and understand what a Learning Innovation and Research Lab would look like and how it could be implemented within TCD.

### ***Trinity Legacies Review Working Group***

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

### ***TCDSU/AMLCT Education Committee***

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

### ***Postgraduate Renewal Programme:***

The Renewal Programme is ambitious in its intent on delivering a roadmap that enables Trinity to provide a world-class experience, delivering highly skilled, highly employable independent graduates, equipped to tackle the challenges of the coming decades, underpinned by a supportive and nurturing environment that enables them to fulfil their potential and be impactful global citizens. The goals of the Renewal Programme aim to fundamentally re-evaluate the student experience for both postgraduate taught and postgraduate research students and ensure that their bespoke needs are met.

## **Chapter 4 - Assessment**

At Trinity, you may be assessed through continuous assessment, course work, attendance, lab work, vivas/oral presentations, placement, and formal examinations. This agreement recognises that with our diverse student population, there are diverse needs with regards to assessments. As such, the University will work for and with students to ensure a fair and equitable assessment system that evaluates the attainment of learning outcomes by students during their course of study.

*Trinity students are assured:*

- Information on how to find relevant details about assessment methods in your course provided in a timely manner.

- Communication in advance regarding what you will be assessed on and when the assessment will take place.
- Opportunities for discussion with staff about innovative assessment approaches in your course.
- Communication of any changes being made to the way you are being assessed and advice on and support through this change.
- Opportunities for feedback on assessment performance with the relevant staff member.
- Provision of reasonable accommodations for formal, in class, and placement assessments and the protection of information of LENS reports.

*Trinity is assured:*

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

## **Continuous Assessment**

*Trinity students are assured:*

- Provision of clear online information outlining the due dates of assignments and criteria for marking, as well as guidance and support from the lecturer.
- Clear information on what constitutes academic misconduct, and an outline of the relevant offences.

*Trinity is assured:*

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

## **Placement and Internships**

*Trinity students are assured:*

- Communication at least six weeks prior to placement of their location and specialty (except in exceptional circumstances).
- Provision of compiled pre-placement information for specific off-site location.
- Support from Trinity and TCDSU/AMLCT if issues arise on placement.
- An opportunity for evaluation of placement.
- Information to be provided to students on their rights and responsibilities.
- Students with disabilities will be provided with reasonable accommodation, if required.

*Trinity is assured:*

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

## **Examinations**

*Trinity students are assured:*

- Provision of information regarding the governance of exams, the locations, and the times.
- Permission to repeat in degree awarding years if specified in your course handbook.
- Provision of reasonable accommodation for examinations and protection of information of LENS.
- Provision of reasonable accommodations for examinations, and the protection of this information as contained within student's LENS reports. However, it should be noted that in certain settings, not all reasonable accommodations can be provided due to strict requirements set by regulatory bodies, this is something which TCDSU/AMLCT hopes to address this year.
- Open, transparent communication in relation to the deadline for applications and the publication of results in the Supplemental period.
- Trinity students will receive clear guidelines to help them uphold the highest standards of academic integrity.

*Trinity is assured in:*

- Compliance with the rules and regulations associated with examinations.
- That students will uphold the highest standards of academic integrity.
- Attempts at all examinations.

- Notification to your personal tutor or course coordinator immediately if issues arise which may affect your ability to sit examinations.
- Provision of reasonable accommodation for examinations and protection of information of LENS.

## **Results**

*Trinity students are assured:*

- Publication of results in a timely manner.
- Communication of feedback from your discipline regarding your results in line with the Trinity Return of Feedback Policy.

*Trinity is assured:*

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

## **Appeals**

*Trinity students are assured:*

- Information regarding suitability for an appeal to be made available by the tutor/tutorial service, (for undergraduates), through the Postgraduate Advisory Service, and or TCDSU/AMLCT. Information regarding appeals can also be found in the College Calendar.
- Communication of a clear report on the outcome of your appeal.
- The possibility of an Academic Appeal in accordance with Calendar regulations.
- Confidentiality in all aspects of your appeal.
- Following the hearing of a Court of Appeal, a decision on the outcome will be issued within five working days.

*Trinity is assured:*

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

## Chapter 5 – Student Services

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

### **In General**

*Trinity students are assured:*

- Provision of services that are comprehensive, ethical, accessible, professional, confidential as appropriate, and free at the point of entry as financed through the student contribution charge.
- Opportunities to feedback on the services in a forum similar to the Student Advisory Board with Student Counselling.
- Extensive coordination between Trinity's administrative, academic and support services.
- That services will be provided in either official language they are requested in.

*Trinity is assured:*

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

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

*Trinity students are assured:*

- Accommodation that is conducive to an atmosphere of excellence, fairly allocated according to published criteria
- A catering service that provides competitively priced products and caters for diverse dietary requirements, such as vegetarian, vegan, gluten free, halal and kosher.

### **Careers Advisory Service**

*Trinity students are assured:*

- Regular accessible information on workshops and internships offered.

- Consultations with members of the service.
- Opportunities to access GradLink programmes.
- Provision of two 5 ECT modules on Employability for PhD candidates.

*Careers Advisory Service is assured:*

- Self-responsibility for the management of your career.

## **The Chaplaincy**

*Trinity students are assured:*

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

*The Chaplaincy is assured:*

- Respect for the religious and non-religious practice of the Trinity community.

## **College Health Service**

*Trinity students are assured:*

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

*College Health Service is assured:*

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

## **College Day Nursery**

*Trinity students are assured:*

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

*College Nursery is assured:*

- Collection of children at designated times.

## **Trinity Disability Service**

*Trinity students are assured:*

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

*Trinity is assured:*

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

## **Mature Student Office**

*Trinity students are assured:*

- Provision of an orientation programme specifically for mature students.
- Provision of a Mature Student Resource Centre for individual and group study.
- Provision of a Writing Resource Centre and Maths Help Room.

- Reasonable and appropriate advocacy and support for your time in College.

*Trinity is assured:*

- Respect for the diversity of the mature student cohort.

## **Trinity Access Programmes**

*Trinity students are assured of:*

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

*Trinity is assured:*

- Respect in the diversity of the TAP student cohort.

## **IT Services**

*Trinity students are assured:*

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

*Trinity is assured:*

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

## **Sports**

*Trinity students are assured:*

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

*Sports is assured:*

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

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

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

## **Student Counselling**

*Trinity students are assured:*

- Access to highly qualified, professional mental health expertise from a diverse, dedicated team of student counsellors.
- Confidential assessments through drop in or booked appointment, as soon as possible following request.
- Based on needs assessment, the provision of the following services as appropriate:
  - Online resources & programmes.
  - Drop-in groups & workshops.
  - Specific support groups delivered by service staff or external support services.
  - Referral to other Student Services or external supports.
  - Access to session-limited counselling appointments for personal, emotional wellbeing and mental health issues.
  - Access to urgent appointments for those at risk/in need of same.
- If you are at risk, we will endeavour to assist you with your safety and the safety of others.
- Liaison with University personnel on your behalf at your request or agreement.
- Outreach aimed at improving student wellbeing and preventing student mental health problems.
- Specific outreach and supports tailored to the needs of postgraduates, including a postgraduate support group co-facilitated with the Postgraduate Advisory Service.
- Communication within an appropriate timeframe for first and repeat appointments.
- Training and guidance to other departments within the university, aimed at providing a broader support structure for the student body.
- Compliance with all data protection, FOI and privacy legislation, and with a strict ethos of confidentiality at all times.
- The continuation of the Student Advisory Board (SAB) for student input into these services.

*Student Counselling is assured:*

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

## **Student Learning Development**

*Trinity students are assured:*

- Development of study skills necessary to ensure successful transition in academic career.
- Provision of workshops and events on a range of academic skills throughout the year.
- Drop-in clinics and one-to-one appointments.
- Online study skills resources, including recordings of previous workshops and skills sessions.
- An Academic Writing Centre for targeted assistance with writing skills
- A 5 ECTS module on Planning and Managing your Research Process, for PhD candidates, co-delivered with the Postgraduate Advisory Service, Student Counseling and The Library.

*Student Learning Development is assured:*

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

## **Student 2 Student**

*Trinity students are assured:*

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

*Student 2 Student is assured:*

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

## **Dignity, Respect, and Consent Service:**

*Trinity students are assured:*

- Respect for all members of the Trinity community.
- Access to training on Consent, Bullying, and Harassment.
- Access to advice, information, and support relating to the Dignity and Respect and Sexual
- Misconduct policies.
- A trauma-informed and student-centred approach to disclosures.
- Compliance with all data protection, and confidentiality at all times.
- Opportunities to provide feedback on the services when requested.
- Opportunities to engage in volunteer and paid work experience with the DR&C, with the aim
- Recognition of the importance of the contribution of the student voice in the promotion of Dignity, Respect, and Consent across the University community.

*DR&C is assured:*

- Respect for all members of the Trinity community.
- Attendance and participation at training when relevant/appropriate.
- Self-responsibility for seeking assistance as required.
- Respect for the confidential nature of the service.

## **Tutorial Service**

*Trinity students are assured:*

- Advice and information re financial assistance for the duration of your undergraduate study.
- Provision of a personal tutor for students on a full-time undergraduate degree, access to the Postgraduate Advisory Service for postgraduate students, as well as access to Trinity Global's tutorial services for visiting/exchange students.
- An opportunity to change tutorial chamber with a good reason to do so, provided that resources are available.
- Representation of a tutor/tutorial service in cases of academic difficulties and/or appeals processes.
- Timely communication from the Senior Tutor's office in emergency situations.
- Confidentiality in line with best practice.

- Prompt responses to queries by tutors/tutorial service.
- Prompt communication from tutorial service in urgent situations.

*Tutorial Service is assured:*

- Honesty from students when engaging with the service.
- Proactivity in seeking help and guidance from the tutorial service/tutor as first point of contact.
- Prompt communication with your tutor/tutorial service.
- That students will treat staff of the tutorial service and tutors with dignity and respect.
- Students understand that the relationship between the service/tutors is private and confidential.
- That third parties only be included with mutual consent.

## **The Postgraduate Advisory Service (PAS)**

*Trinity students are assured*

- Frontline information, advice, and assistance in matters which are presented to PAS, delivered through a layered support model, encompassing:
  - digital resources,
  - email support,
  - training, workshops, and information sessions,
  - group supports and networks,
  - one-to-one consultations,
  - advocacy and accompaniment, and
  - financial assistance
- Timely replies to queries (normally one-two working days for general queries and sooner where more urgent queries are presented),
- Referral or signposting to relevant services, where queries are not within PAS's remit or expertise,
- Advocacy or accompaniment, where appropriate, in matters relating to academic appeals, disciplinary cases, and other cases which may arise,
- A digital PAS Newsletter sent to all postgraduates six times per year with information on key, time-relevant supports from PAS and other College services,
- Access to financial assistance for postgraduates from targeted socio-economic backgrounds or who are in financial emergencies,
- An opportunity to provide anonymous quantitative and qualitative feedback on interactions with PAS and on PAS's supports,
- Access to a service-level complaints procedure,

- Confidentiality in all correspondence and appointments with PAS, in line with best practice and subject to safety requirements.

*The Postgraduate Advisory Service (PAS) is assured:*

- Proactivity in seeking help and guidance from PAS as a frontline service.
- Honesty when engaging with the service.
- That PAS staff shall be treated with dignity and respect.
- Timelines, deadlines and documentary requirements for financial assistance will be adhered to.

## **Academic Registry**

*Trinity students are assured:*

- Accessibility to student online records at all times.
- Protection of privacy at all times.
- Provision of information regarding admission requirements for postgraduate courses as well as scholarships that may be available.
- Comprehensive information for international students with regards to immigration, fees, application processes and also Erasmus programmes.
- Liaison with departmental coordinators for Erasmus programmes.
- Issues raised to be dealt with within 72 working hours via the AskAR button on mytcd.ie.
- Publication of Annual examination timetables and venues by at least week 6 in Hillary term.
- Publication of Supplemental Examination timetables and venues online at least 4 weeks in advance of the examination period.
- A comprehensive Service Desk with centralised answers.

*Academic Registry is assured:*

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

## Chapter 6 – As alumni

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

*Trinity alumna/alumnus is assured:*

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

*Trinity is assured:*

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

## Chapter 7 – Capitated Bodies

### **Trinity College Dublin Students' Union | Aontas Mac Léinn Choláiste na Tríonóide**

TCDSU/AMLCT is the only representative body for all undergraduates and postgraduates in Trinity. It provides services for students and represents students' voices to the University.

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

- The Education Officer is available for assistance and advice on academic difficulties.
- The Welfare and Equality Officer is available for assistance and advice to do with personal, sexual, mental, and general wellbeing issues.
- An Accommodation Advisory Service.
- TCDSU/AMLCT Jobs Portal on its website, tcdsu.org.
- An Emergency Loan of up to one hundred euro.
- Student Bursaries for specific cohorts.
- A technical support service in the form of Refresh.
- The TCDSU/AMLCT Café in Goldsmith Hall
- Two TCDSU/AMLCT shops; one in Teach 6 and one in the Hamilton Building.
- The ability to purchase an ISIC Card in the front office of Teach 6.
- The TCDSU/AMLCT diary, the TCDSU/AMLCT website, weekly email and the Instagram @tcdsu.amlct to keep up to date with the work of the Union.

- The Entertainments Officer will provide entertainment opportunities catering to a wide array of interests.
- USI to represent the students of TCDSU/AMLCT on a national and international level.
- TCDSU/AMLCT will arrange the elections of student representatives who will act as full and engaged members of committees, as well as keeping you informed of all the policies and activities taking place in TCD.
- A fair and non-corrupt election through the regulation of the Electoral Commission.
- The opportunity to have your voice heard through various means, including but not limited to at TCDSU/AMLCT Council and its standing committees.
- Accountability of their representatives through means of the Oversight Commission.
- Training initiatives to enable students to upskill.
- TCDSU/AMLCT is continuing the fight for a student centre which works for all students.
- The provision of the ‘Zón Mac Léinn’ initiatives which strive to provide a campus-wide network of student spaces where students can come together in a social setting and relax.
- Oifigeach na Gaeilge to facilitate communication and service provision in the Irish language across Union structures.

### **Central Societies Committee (CSC)**

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

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

- Representation to Trinity College Dublin via Executive Officers through various fora including Capitation Committee and Student Life Committee.
- Provision of grants to societies in order to fulfil the diverse interests of the student body.
- Students can start up a society in line with the regulations as set out by the CSC.
- Promotion of the interests of student societies and to act as their representative within the University of Dublin and Trinity College.

### **Trinity Publications**

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

*Trinity students are assured in the production of the following publications:*

- Trinity News.
- TRINITY Misc.
- Icarus.
- Piranha.
- TN2.
- TFR.
- JOLT.

### **Trinity Sports' Union**

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

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

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

## **Chapter 8 – Resolution of Issues and Code of Conduct Procedures**

### **Resolution of Issues**

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

*Trinity students are assured:*

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

*Trinity is assured:*

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

### **Code of Conduct Procedures**

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

*Trinity students are assured:*

- Communication in writing detailing why they are being disciplined.
- Provision of reasonable notice of the time and date on which to appear for a disciplinary hearing.
- The opportunity to see and respond to any evidence that is presented against you.
- Awareness of what further recourse is available in accordance with University regulations.

- Student representation on the relevant disciplinary Committee.
- Access to support of your chosen advocate throughout the procedure.
- That students are always presented with a choice of which official language they would like to proceed in.

*Trinity is assured:*

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