



# TUTOR'S HANDBOOK 2019/20

This handbook provides a step-by-step account of dealing with most tutorial support. While it attempts to be as complete as possible, if in any doubt about a step or the correct procedure, please contact the Senior Tutor's Office at [stosec@tcd.ie](mailto:stosec@tcd.ie), (01) 896 2551.

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## Step-by-step:

### Contact my tutees as a group/chamber

#### Email:

Your tutorial chamber e-mail list is as follows: 'TUTOR\_GROUP\_USERNAME-list@tcd.ie'

So, if your user name is jbloggs, your chamber e-mail list is 'TUTOR\_GROUP\_JBLOGGS-list@tcd.ie'

#### Chamber List:

1. Log into SITS: my.tcd.ie
2. Go to 'Student Lists'
3. To see full list select 'Undergraduate' from 'Course Type' drop-down menu
4. Click 'Run Report'

From here you can see the details of your entire tutorial chamber, including debts and progression status.

For further information, [click here](#).

### View a Tutees Results

1. Log into SITS: my.tcd.ie
2. Go to 'View Student Record'
3. Enter student's name/number
4. The select 'Academic History'

For further information, [click here](#).

### Apply for a transfer for a Tutee

Applications for an internal transfer must be made to the Admissions Office via a student's Tutor.

The relevant form can be found at: <https://www.tcd.ie/seniortutor/forms/>

For further information, [click here](#).

### Apply for a Tutee to go off-Books

Students must apply, via the tutor, to the Senior Lecturer for permission to go off books. The

required application form can be found at: <https://www.tcd.ie/seniortutor/assets/files/offbooks.pdf>

For further information, [click here](#).

### Process the Withdrawal from College of a Tutee

Students wishing to withdraw from College must notify the Senior Lecturer, via their tutor, by using the exit/withdrawal form which can be found [here](#).

For further information, [click here](#).

### Defer the Exams of a Tutee

#### Deferral due to illness prior to examination

Contact the Senior Lecturer to request permission to withdraw and present for supplemental examinations. The student should maintain a record of any medical certs relevant.



**The most important advice to give students is not to do an exam if they are unwell.**

For further information, [click here](#).

## Apply for Fee Remission in a Medical Repeat Year

You need to apply at the time it becomes clear that the student is unable to complete the year or fails their examinations. This mostly applies to students who are eligible for the free fees initiative but is sometimes (but rarely!) granted in other circumstances. Please note that this covers only the tuition fee element and that students are still liable for the student contribution (€3,000 in 18/19). SUSI or local authorities may renew the grant in a repeat year if a student is granted fee remission by College.

For further information, [click here](#).

## Refer a Tutee to Student Services

- Student Counselling Service
  - o Student Counselling may be contacted at 7-9 South Leinster Street (3rd Floor). Phone: 896 1407.
  - o The SCS offers appointments to students within 2 weeks and also has a daily emergency appointment available, usually at 3 pm for those who need to be seen urgently. In cases of extreme urgency, tutors are advised to contact the Counselling Service immediately: (01) 896 1407
- Disability Service
  - o The Disability Service may be contacted at Room 2054, The Arts Building, Phone: (01) 896 3111.
  - o There is further information pack for tutors and staff at <https://www.tcd.ie/disability/policies/handbooksdownloads.php>
- The Health Centre
  - o The College Health Centre is open during normal office hours in and out of term-time. The hours of attendance for students are as follows: 10.30 am - 1.00 pm and 2.00 pm - 4.40 pm. Consultations are normally by prior appointment only.
  - o Emergency appointments are available daily at 9:30 am and 2 pm and are accommodated through a system of nurse triage.
  - o The College Health Centre may be contacted at House 47, telephone (01) 896 1556.
- Students' Union
  - o The SU Welfare Officer may be contacted at House 6, Phone: 01 646 8439. Further details are available on the website: [www.tcdsu.org](http://www.tcdsu.org)
- The Chaplaincy may be contacted at House 27, 2nd and 3rd floors, (01) 896 1260 & (01) 896 1901. Further details are available on the website: <http://www.tcd.ie/chaplaincy>

For further information, [click here](#).

## Seek Financial Aid for a Tutee

Financial Aid is overseen by the Undergraduate Student Support Officer. Students can apply directly online, with supporting evidence. Queries from students should be emailed to [ug\\_hardship@tcd.ie](mailto:ug_hardship@tcd.ie)

More detailed information and the relevant forms (online application form and instructions are available at <https://www.tcd.ie/seniortutor/students/undergraduate/financial-assistance/>

For further information, [click here](#).



## Have the Student Levies and Charges Waived

The student must send the appropriate form to the Undergraduate Student Support Officer by email ([ug\\_hardship@tcd.ie](mailto:ug_hardship@tcd.ie)) with the relevant back up documentation to apply to have the student levies and charges waived. The form can be found at: <https://www.tcd.ie/seniortutor/forms/>

For further information, [click here](#).

## Make an appeal on Progression

The application form for appeals can be found [here](#). This should be filled out by the Tutor with their tutee and submitted to [student.cases@tcd.ie](mailto:student.cases@tcd.ie)

For further information, [click here](#).

## Have a Tutee's Results/Marks re-checked/re-marked

The first step is for the student to go and review their script with the relevant lecturer/examiner. They may need to contact the Head of School or the appropriate Director of Teaching and Learning. This is their right.

If they wish to have their scripts remarked, their case needs to meet the following criteria:

- Grade is incorrect due to an error in calculating results
  - o This is easily remedied and the examiner will usually begin the process with the relevant school/department
- Exam contained questions which were not on the course
  - o This would normally apply to the whole class, and not to one specific student.
- Bias was shown in marking the script
  - o This must be demonstrated with clear evidence. If the work has been double marked internally or seen by the external examiner, bias is very unlikely. Most exams are now anonymously marked also. Students should be aware of the possibility of legal proceedings by members of staff for reputational damage.

Requests for remarks/rechecks must be made by the student's Tutor to the Senior Lecturer via [student.cases@tcd.ie](mailto:student.cases@tcd.ie), stating clearly the grounds on which the request is based.

For further information, [click here](#).

## Deal with a report by a Tutee of sexual harassment/assault

At all times, it is of upmost importance that the student decides how the case is handled and proceeds. There are a number of different options to progress such matters.

- The case can be brought before the Junior Dean who will then investigate
- Forwarding of the case to An Garda Síochána

Please ensure that the student is made aware of the student support services available to them in the University throughout the process.

## Deal with a report that a Tutee may be thought 'missing'

Should a student be reported missing, please contact the Senior Tutor's Office.



## Deal with a report of a death of a Tutee

In the unfortunate event that the death of a Tutee is reported to you, please immediately contact the Senior Tutor's Office who will then initiate the *Student Death Protocol*.

## Further detail:

### Contact my tutees as a group/chamber

We would encourage all tutors to contact their tutees twice per semester by email, around week 6 and before the exams. The Senior Tutor's office will send you a general email that you can use as a template to send to your tutees which you can amend and make more personal.

### E-mail Lists for Tutors

Your tutorial chamber e-mail list is as follows: 'TUTOR\_GROUP\_USERNAME-list@tcd.ie'

So, if your user name is jbloggs, your chamber e-mail list is 'TUTOR\_GROUP\_JBLOGGS-list@tcd.ie'.

A full list of tutors' e-mail lists is available at <https://www.tcd.ie/itservices/email/kb/tutors.php>

### Freshers' Week Introduction

Tutors are requested to meet their incoming Freshman tutees on a one-to-one basis during Freshers' Week. The STO will be in contact with you to ask for the times you will set aside for these meetings during Freshers' Week. The information is made available via the Senior Tutor's Office website.

Please contact [stosec@tcd.ie](mailto:stosec@tcd.ie) if you want to make any changes.

### View My Chamber List

You can also see your tutorial chamber list by clicking on the "Student lists" tab, then go down to the "My Students" heading and select "My Chamber List" (new tutor report). The 'report' will appear in a different window. You can either get the list for your whole chamber or use a series of different filters such as year, course, registration status, etc. Don't forget to click on the 'run report' button. Once you have your list, you can sort by clicking on the black arrows next to each heading. You can access a student's individual record by clicking on their number (but unfortunately not their academic history. To access that, you need to go back the View Student Record Tab).

You can also download your list by selecting the desired format in the box at the top and then press 'export'. If you select Excel, you can then sort your list as you wish. You may need to do some tidying-up such as ensuring that all the merged cells are of the same size. The easiest is to select all and then go to format, format cell, alignment tab and unmerge.

### Contact throughout the year

You may also need to contact your tutees on an individual basis either because schools/departments/colleagues/fellow students have raised concerns or if your tutee has been returned **NS (Non-satisfactory)** by their course/school/department. For more information regarding the NS process used by some courses/schools, please see <http://www.tcd.ie/undergraduate-studies/academicprogress/attendance-course-work.php>.

This is important as students may be barred from sitting their examinations as a result of being returned NS.



It is also good practice to contact students who have failed their summer exam and to encourage them to reflect on why they have failed as well as to look for feedback and advice from their examiners **BEFORE** the end of June.

The [my.tcd.ie](https://my.tcd.ie) portal (which can be accessed from the Local Home Page) is very useful for accessing information about your individual tutees as well your tutorial chamber as a whole (UG Tutor Chamber list). Go to the following page [https://my.tcd.ie/urd/sits.urd/run/siw\\_lgn](https://my.tcd.ie/urd/sits.urd/run/siw_lgn).

## View a Tutee's results and College Debt Status

### Individual Student Records and Academic Registry

You can access the record of individual students by clicking on the "View Student Record" tab on the left. Once you have entered the student's number or name, you can either select the student's record or their academic history with details of their results module by module.

### Check a Tutee's College Debt Status

You can view a tutee's College debt status via my.tcd.ie. Load your Tutorial Chamber list and set the 'Outstanding Balance' filter to yes. Outstanding debts will result in results being withheld and students will not be allowed to progress or graduate until all fees are paid. Once exams are completed students with outstanding debts should be contacted to discuss the issue and explore solutions so that monies owed can be paid. Student should be notified whether or not they must sit supplementals and which ones, but cannot be given more details such as marks, breakdowns, etc...

## Apply for a Transfer for a Tutee

Transfers are dealt with by the Admissions Office, not the Senior Lecturer/Student Cases. Please note that the key dates will change from year to year as they are tied with the dates of CAO and Leaving Certificate Rechecks.

Course directors/Departments cannot make the final decision on transfers. Only the Admissions Office can grant permission to transfer.

Students may apply, through their tutor, for permission to transfer to another course. Transfer applications must be made using a standard form available at [http://www.tcd.ie/Senior\\_Tutor/forms/](http://www.tcd.ie/Senior_Tutor/forms/) and should be submitted to the Admissions Office, Academic Registry, Watts Building. The form allows students three choices in order of preference. Sometimes it might be advisable for a student to go to the Careers office for advice on suitable options for them. In addition, students should be made aware that if they wish to repeat a year, even in a different course, they will be liable for tuition fees.

## Continuing Students looking to transfer into the Junior Freshman year of a different course

### Application

The closing date for applications for continuing students who wish to transfer into the first year of a different course must submit the application, via their Tutor, before the **1<sup>st</sup> of August**, for transfers effective for the impending academic year.

**Please note:** Drama, Medicine, and Music all have special entry procedures and require an application before the **1<sup>st</sup> of February** so that they can be included in these procedure.



Students starting a new course will be liable to tuition fees for their first year (and any subsequent year which they have already done in a different course), in addition to the Student Contribution.

## Process

These applications, with the exception of Mature Students, will be assessed **solely on the basis of their original entry qualifications**. Therefore no consultation with academic units takes place regarding these requests and students may withdraw from Supplemental Examinations once they have received and accepted an offer. Essentially, students will be competing for places with the incoming Junior Freshman year and must have the points as they apply in the year of entry. If points are tight, students should be advised to apply through the CAO, listing TCD as first choice.

Students who miss the deadline for this process may apply in the same manner as newly entered Junior Freshman students (see below).

Applications from mature students will be sent to the academic unit for decision.

## Decisions

Students will be notified in writing of the outcome of their request. Where requests are not successful, a copy will also be sent to their tutor. Once the student has accepted the offer, their tutor and relevant academic and administrative offices will be notified, and their student record updated.

## Newly entered Junior Freshman look to transfer to a different course in the first term

### Application

The closing date for applications for newly entered Junior Freshman looking to transfer into a different course for **2019 is Friday September 27<sup>th</sup>**. Applications must be made to the Admissions Office, via a student's Tutor.

### Process

All applications will be held until the closing date (with the exception of applications from students failing to satisfy the requirements or who do not have the points required for the course into which entry is sought. These will be notified immediately that they are ineligible).

Decisions on applications received by the closing date will be made on the basis of the following criteria:

- Availability of places
- Entry qualifications
- Timetabling constraints

Applicants are ranked on the basis of the entry qualification and places allocated according to the number of places available.

The names of unsuccessful applicants are retained in the event of a place(s) becoming available e.g. if a student withdraws from College.

Consultation with academic units does not normally take place when this category of applications is being assessed.





Schools and departments must not enter into individual arrangements with transfer applicants. Transfers will not be permitted at a level lower than the published cut-off point at which offers were made.

In no case can acceptance of a transfer be cited by students as grounds for poor performance at examinations.

## Continuing students seeking to transfer into a year other than the Junior Freshman year of a different course

### Process

Applications in this category will be assessed in consultation with the school(s) or department(s) concerned, on the basis of the total qualifications presented.

- Original Entry Qualifications
- College Examination Results

All academic requirements of a student's current course must be satisfied unless specified otherwise in the College Calendar under individual course regulations, i.e. to transfer into the SF year of a course, JF students must be eligible to rise with their year.

It may be advisable for students to talk to the departments concerned.

If students are starting again in a year that they have already done in their initial course, they will be liable for tuition fees as well as the Student Contribution.

### Decisions

Students will be notified in writing of the result of their application. Where the request has not been successful, their tutor will also be notified.

Where a request has been successful, the student is informed in writing and requested to confirm acceptance by a particular date. Once confirmation of acceptance has been received, the tutor and relevant academic and administrative offices will also be notified. Only at this point will their student record be updated.

## Apply for a Tutee to go Off-Books

### Off-Books in Good Standing

Students may be permitted to go off-books for academic (e.g. Study Abroad) or for medical reasons. Applications must be submitted to the Senior Lecturer via the student's Tutor. Students wishing to interrupt their course and go 'off-books' should apply through their tutor to the Senior Lecturer. The procedural form can be found [here](#).

Such permission will only be granted to students who have completed the academic exercises of their class, i.e. are already entitled to join the class above on their return to College.

In exceptional circumstances the Senior Lecturer, after consultation with the head(s) of school(s) or department(s) or course director as appropriate, may permit students who are not in good standing to go 'off-books', where to do so in the judgement of the Senior Lecturer is in the best interests of the students.

### Off-Books Not in Good Standing

Requests to go off-books where a student is not in good standing (i.e. off-books with permission to take examinations) should be made to the relevant Court of First Appeal following the annual or supplemental examination session, or by memorandum to the Senior Lecturer, who will consider the case in consultation with the relevant Heads of School(s)/ Head(s) of Discipline / Course Director as appropriate.



Students with permission from the Senior Lecturer to go off books for an academic year and sit examinations in that year must pay an examination fee of €382. Off-books students with permission to take examinations are advised to consult with their school, department or course office before the end of Michaelmas term to confirm their examination and/or assessment requirements while off-books.

### Process the Withdrawal from College of a Tutee

Students wishing to withdraw from College must notify the Senior Lecturer, through their College Tutor, by using the Exit/withdrawal form which can be found [here](#).

It is important that all options, including the possibility of interrupting studies for a short period, are discussed with the student, and all efforts made to mitigate their reasons for wishing to withdraw.

### Withdrawal with an Ordinary Degree (Level 7)

In cases where the student has completed three years of a four year degree programme, they may be eligible to exit with the award of an Ordinary Degree.

### Defer the exams of a Tutee

Students are required to present for examination at the annual session for their class. Students who, on the basis of their performance in the annual examination, are required to sit supplemental examinations, must present for examination as specified on the annual examination results publication sheet.

### Deferral due to illness

Where a student becomes ill prior to the commencement of the annual examination or where illness prevents a student from completing any part of the annual examination, the student may, through their tutor, seek the Senior Lecturer's permission to withdraw and present for the supplemental examination in that year.

Where a student is unable to present for the supplemental examination for medical reasons, the student may, through his/her tutor, seek the Senior Lecturer's permission either to repeat his/her year or to withdraw and present for the annual examinations the following year.

Where illness occurs during the writing of an examination paper, it should be reported immediately to the Chief Invigilator. The student will be escorted to the Student Health Centre. Every effort will be made to assist the student to return to the examination venue to complete the writing of the examination.

### **The most important advice to give students is not to do an exam if they are unwell.**

Illness, even when certified, will not excuse poor performance. If a student misses an exam through illness they need to submit a medical certificate to you, which you should forward to the Senior Lecturer's office within three days of an exam.

All requests to the Senior Lecturer regarding examinations and assessments must be done using the form available [here](#).

### Apply for Fees Remission in a Medical Repeat Year

If a student is unable to complete a year or fails their examinations because of exceptional circumstances (serious medical/personal problems, including mental health problems), it is worth considering applying for tuition fee remission on medical grounds. You need to apply at the time it becomes clear that the student is unable to complete the year or fails their examinations. This mostly applies to students who are eligible for the free fees initiative but is sometimes (but rarely!) granted in other circumstances. Please note that this covers only the tuition fee element and that students are still liable for the student contribution (€3,000 in 19/20). SUSI or local authorities may renew the grant in a repeat year if a student is granted fee remission by College.



For more details and the relevant forms see <http://www.tcd.ie/undergraduate-studies/academicprogress/repetition.php>

## Refer a Tutee to Student Services

### Student Counselling Service

The Student Counselling Service (SCS) provides assessment for students with mental health difficulties. Following assessment and depending on the student's needs, the SCS provides counselling and, when necessary, arranges medical or psychiatric referral. The focus of the Service is short-term counselling and a maximum of 8 appointments per year per student. Exceptions can be made for students requiring additional support if this cannot be obtained elsewhere.

The SCS offers appointments to students within 2 weeks and also has a daily emergency appointment available, usually at 3 pm for those who need to be seen urgently. In cases of extreme urgency, tutors are advised to contact the Counselling Service immediately: (01) 896 1407

For students who have not attended Counselling in College before, there is also the option of a short, 20-minutes appointment at lunchtime (to allow them to explore with a Counsellor whether Counselling is the right approach for them). These appointments are on a first-come, first-served basis and students are advised to present themselves at the Counselling Service reception around 12:15.

Students can self-refer or be referred by a staff member. Referrals and liaison are undertaken with the student's consent. The SCS is bound by a professional code of ethics including confidentiality and duty of care.

The SCS provides web-based services to students including online advice, e-peer moderated discussion boards, and a range of information on mental health issues for students. The service also participates in college activities aimed at promoting positive mental health on campus and amongst students.

Student Counselling may be contacted at 7-9 South Leinster Street (3rd Floor). Phone: 896 1407. Further details are available on the website: [www.tcd.ie/student\\_counselling](http://www.tcd.ie/student_counselling).

If often helps to offer students to make an appointment for them, especially if they are a bit reluctant or unlikely to take such a step themselves, maybe because they are suffering from depression or anxiety. Ring 1407 yourself.

### Disability Service

The Disability Service provides assistance and support to students with a disability or specific learning difficulty. Students with mental health difficulties who have a confirmed diagnosis can register with the Disability Service and receive a number of specific supports that will enhance their participation in College. These include:

- A needs assessment to ascertain support requirements, for example: additional time in examinations;
- Academic support with coping in lectures and meeting deadlines;
- Assistive Technology supports (use of dictaphones in recording lectures is one example of a useful device);
- Referral to Unilink.



The Disability Service may be contacted at Room 2054, The Arts Building, Phone: (01) 896 3111.

There is further information pack for tutors and staff at

<https://www.tcd.ie/disability/policies/handbooksdownloads.php>

### Unilink

Unilink is a support service for students who may be experiencing mental issues, stress, health difficulties and other difficulties. It offers practical support with the day-to-day things that students do, such as managing studying, going to lectures, socialising, getting essays and project work done on time and doing exams. The service is offered in partnership with the discipline of Occupational Therapy and Disability Service in Trinity College. The service is accessed via referral from disability service, health service, counselling or the student's tutor.

### College Health Centre

The College Health Service takes a holistic approach to student health: it provides on-campus, primary health care for all full-time students, and focuses on the psychological and occupational aspects of student health and health education. It also offers psychiatric consultation on referral from a GP or a College Counsellor. Absolute confidentiality is maintained.

All medical records are retained in the Health Centre and do not form part of the University's student records. Information is only given to third parties with the patient's consent. The Health Centre is open during normal office hours in and out of term-time. The hours of attendance for students are as follows: 10.30 am - 1.00 pm and 2.00 pm - 4.40 pm. Consultations are normally by prior appointment only.

Emergency appointments are available daily at 9:30 am and 2 pm and are accommodated through a system of nurse triage. The College Health Centre may be contacted at House 47, telephone (01) 896 1556.

Further details are available on the website: [http://www.tcd.ie/college\\_health](http://www.tcd.ie/college_health)

### Students' Union

All students of Trinity are members of the Students' Union. The SU provides a range of services and represents students at all levels within the University. There are five full-time officers to help tackle any problems individually or by the student body as a whole. Students can call to them in House 6 or throughout the year for any reason.

#### Students' Union Welfare Officer

The role of the Student Welfare Officer is to liaise with College and external support groups or services in the event of a student requiring non-academic assistance. The officer promotes mental health and well-being through campaigns throughout the year at a grass-roots level among students.

The Student Welfare Officer offers recommendations and advice, but acts only with the full permission of the student in question, unless somebody is at risk. In the event of a crisis situation, the SU Welfare Officer allows the student to explain the situation in his or her own words, and will subsequently request the student's permission to investigate the best course of action for them with Support Services within the college or an external expert.

The SU Welfare Officer may be contacted at House 6, Phone: 01 646 8439. Further details are available on the website: [www.tcdsu.org](http://www.tcdsu.org).



### Accommodation Advisory Service

The Students' Union operate an Accommodation Advisory service to assist and advise students in search of accommodation. They offer free advice on all matters relating to tenancy. They also operate a database of available accommodation which can be found at: [accommodation.tcdsu.org](http://accommodation.tcdsu.org)

### College Chaplains

College Chaplains can provide one-to-one support to students of all religious backgrounds who are in distress. They are able to offer possible interpretations of their struggles which are non-medical and non-diagnostic in nature, but are rooted in models of developing religious maturity and faith exploration.

College Chaplains also assist with student emergencies and can or may do home and/or hospital visits.

With the support of the Student Counselling Service, College Chaplains facilitate a Student Bereavement Support Group each year in Trinity Term.

The Chaplaincy may be contacted at House 27, 2nd and 3rd floors, (01) 896 1260 & (01) 896 1901. Further details are available on the website: <http://www.tcd.ie/chaplaincy>

### Seek Financial Aid for a Student

The Undergraduate Student Support Officer is responsible for the various Financial Assistance programmes. To start, there is a very useful website available for general information on financial support for further and higher education at <http://www.studentfinance.ie>. Students coming to College through the Trinity Access Programme (HEAR – Higher Education Access Route or the Foundation Courses) receive financial assistance from TAP. They may nonetheless apply for specific scholarships or funds.

The Senior Tutor's Office has several financial assistance resources available for students who fit the support criteria. Contact the Undergraduate Student Support Officer in the Senior Tutor's Office for more information at [ug\\_hardship@tcd.ie](mailto:ug_hardship@tcd.ie) or telephone extension 1095.

Letters from tutors are welcomed in support of applications. More detailed information and the relevant forms are available at <https://www.tcd.ie/seniortutor/students/undergraduate/financial-assistance/>

Qualifying criteria for financial assistance are approved annually by the Board of the College. The Financial Assistance Committee reserves the right to reduce the approved awards, should pressure on the funds require this course of action.

All applications are treated in confidence, and are considered anonymously by the Financial Assistance Committee.

Don't forget to check the Calendar for discipline-specific prizes. The Financial Assistance Committee will decide which fund is the most appropriate for each case.

### Have the Student Levies and Charges Waived

In each year, students are required to pay one single 'Student Levies and Charges' [SLC] item on a student's financial portal. This charge includes the old Sports Centre charge, the USI levy, the Commencement Fee. In 2019/20, this charge is €191.



The Undergraduate Student Support Officer moderates exemptions from these charges for students in financial hardship. Only students whose sole income is from Lone Parents Allowance, Back to Education Allowance or any similar form of Social Welfare Assistance or students who received Financial Assistance from the Senior Tutors Office will qualify for a waiver. Students who came to College via TAP/HEAR route will also qualify. Incoming students or those who have not qualified in previous years may need to pay before they can register but will receive a refund if they apply and qualify. Any queries should be sent by email to [ug\\_hardship@tcd.ie](mailto:ug_hardship@tcd.ie)

## Make an Appeal on Progression

Appeals take place in June and September. There are two levels of appeals: Faculty/School (**Courts of First Appeal**) and College (**College Academic Appeals Committee**).

All appeals on progression should be taken first at the Faculty/School level. This Court of First Appeal does not grant the appeal but issues a recommendation to the Senior Lecturer. The decision of the Senior Lecturer determines the outcome of the appeal. This outcome can be appealed again to the College Academic Appeals Committee, but you should have grounds for appealing the decision of the First Court and not simply present the same case again.

Check with the relevant course office, school or department which court applies to your student and when the court is sitting or check at <https://www.tcd.ie/seniortutor/tutors/appeals/>. The Senior Tutor's Office web-site publishes the relevant dates, as advised by the relevant course/faculty offices.

There are three grounds for appeal:

1. Case not adequately covered by College regulations
2. Regulations not properly applied
3. Ad misericordiam grounds

The *Academic Appeals Form* can be found [here](#). Applications are sent to the appropriate office faculty for the *Court of First Appeal*, and to the Senior Tutor's Office for the College Academic Appeals Committee.

Please ensure that you fill in the form correctly. You **MUST** give full details of the student's academic results to-date, FOR EVERY YEAR of their course, not just for the current year. This information is available in most cases in the 'Academic History' record for the student. Export, save and attach to e-mail together with your appeal form. If necessary, the relevant course/school/department office will give you the detailed information you require. This is particularly important in the case of Academic Appeals as the committee does not have local knowledge of the student's situation.

At the Faculty/School First Court of Appeal, the appeal will be heard by a committee chaired by the Dean (or Pro-Dean) with a group staff from the relevant faculty. The tutor and the student will normally be interviewed by the committee.

The College Academic Appeals Committee is chaired by the Registrar and includes the previous Senior Tutor, a representative from the Law School, the Vice-President of the Graduate Students' Union and three other members – see the Calendar for their. The Senior Lecturer and the Senior Tutor (Secretary) are in attendance. **The student must be present.** Again the student and the tutor



are interviewed and the Chair of the Court of First Appeal attends for the presentation of the case and will be asked to present the views of the Court of First Appeal.

An important issue here is that **neither of the appeals committees can change a mark** but they can change the way a mark is calculated (for example (not) taking into account continuous assessment) or the consequences of the mark.

### Have a Tutees Results/Marks re-checked/re-marked

Students often get confused by the TCD terminology and think they can simply 'appeal their mark' or request for somebody else to look at the exam paper. **Marks cannot be appealed, only the determination of a Court of Examiners on progression can be appealed under certain conditions** [see Calendar]. However, marks can be checked and sometimes re-marked but the possible grounds are quite restricted. The first step is for the student to go and review their script with the relevant lecturer/examiner. They may need to contact the Head of School or the appropriate Director of Teaching and Learning. This is their right.

If they wish to have their scripts remarked, their case needs to meet the following criteria:

- Grade is incorrect due to an error in calculating results
  - o This is easily remedied and the examiner will usually begin the process with the relevant school/department
- Exam contained questions which were not on the course
  - o This would normally apply to the whole class, and not to one specific student.
- Bias was shown in marking the script
  - o This must be demonstrated. If the work has been double marked internally or seen by the external examiner, bias is very unlikely. Most exams are now anonymously marked also.

Requests for remarks/rechecks must be made by the student's Tutor to the Senior Lecturer via [student.cases@tcd.ie](mailto:student.cases@tcd.ie), stating clearly the grounds on which the request is based.

### Deal with a report by a Tutee of sexual harassment/assault

*'Sexual harassment includes acts of physical intimacy or requests for sexual favours or any act or conduct by a harasser, including spoken words, gestures, or the production, display or circulation of written words, pictures or other material that is unwelcome, to the recipient and could reasonably be regarded as sexually offensive, humiliating or intimidating to the recipient.'*

*The unwanted nature of sexual harassment distinguishes itself from flirtatious or sexual behaviour, which is entered into freely and mutually. It is the damaging impact of the unwanted behaviour on the recipient, not the intention of the harasser, which counts. The impact of sexual harassment is taken into account when cases of sexual harassment are investigated.'*

Trinity College Dublin Dignity and Respect Policy, Page 12

At all times, it is of utmost importance that the student decides how the case is handled and proceeds. There are a number of different options to progress such matters.





- The case can be brought before the Junior Dean who will then investigate
- Forwarding of the case to An Garda Síochána

Please ensure that the student is made aware of the student support services available to them in the University throughout the process.

### Deal with a report that a Tutee may be thought 'missing'

Should a student be reported missing, please contact the Senior Tutor's Office.

### Deal with a report of a death of a Tutee

In the unfortunate instance that the death of a Tutee is reported to you, please immediately contact the Senior Tutor's Office who will then initiate the *Student Death Protocol*.