



Trinity College Dublin Student Charter



The Student Charter was endorsed by the Board of the College on
8 July 2009

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This document is aspirational: it does not impose any legal duty or obligation on the Board, any College officer, employee, or student.

CHAPTER 1 - INTRODUCTION

This Student Charter has been written as a collaborative effort between staff and students of Trinity College Dublin to outline rights and responsibilities among the various groups in the College community.

It gives an outline of what students can expect from College, and what College can expect from students. It emphasises cooperation between staff and students in the pursuit of excellence in teaching and learning and in creating a comprehensive student experience as part of lifelong learning.

Queries relating to this Charter should be addressed to the Senior Tutor's Office, Students' Union or Graduate Students' Union.

IN GENERAL

The College is committed to excellence in both research and teaching, to the enhancement of the learning experience for each of its students and to an inclusive College community with equality of access for all. Trinity does its best to promote a mutually respectful, inclusive and supportive environment that is universally accessible and free from prejudice, discrimination, intimidation or bullying of any kind. Students and staff are encouraged to share these values as part of the community.

Students are encouraged to participate in aspects of community life beyond their academic studies.

You can expect:

- an excellent academic education and a broad social education
- to be a full member of the College community
- universal access to all the opportunities and supports College has to offer
- excellent research opportunities
- guidance and support, both academic and personal, that begins with the application process and continues beyond graduation
- to be treated with dignity and respect by all members of the College community

College will expect you to:

- fully commit to your programme of study
- be a part of the College community
- participate fully with your academic course
- take advantage of extracurricular opportunities
- cooperate with the rules and regulations of the College and the University
- actively commit to treating all members of the College community with dignity and respect

CHAPTER 2 – PROSPECTIVE STUDENTS AND NEW ENTRANTS

PROSPECTIVE STUDENTS

Trinity College is committed to attracting students from all parts of society. College, through its access programmes such as the Trinity Access Programme and the College Disability Service, facilitates access to Trinity by non-traditional students. College tries to make the application process as straightforward as possible and to provide as much information as prospective students need.

You can expect:

- an up-to-date, accurate and universally accessible prospectus to be readily available
- easy access to detailed information about your prospective courses
- easy access to information about student support services
- easy access to information about the social and sports organisations in College
- responses to queries about any aspect of coming to College within 5 working days

College will expect you to:

- comply with the procedures, requirements and timeframes of the application process
- provide all the relevant information about yourself
- let us know if this information needs to be updated during the application process
- provide any information you think College might need to be able to support you properly throughout your studies
- respond to communications from College as soon as you reasonably can

NEW ENTRANTS

Trinity College will supply all its new entrants with the information and support necessary to make a successful start to life in College and in Dublin.

You can expect:

- to receive at your home address an orientation pack that will introduce you to the College before you arrive
- to receive information about immigration, accommodation, banking and social security procedures in Ireland
- orientation sessions in Freshers' Week including:
 - international students orientation
 - course/faculty specific orientations
 - Students' Unions and extracurricular activity orientation
- a programme of Freshers' Week events that allows you to get familiar with the College
- a course handbook giving details of assessment, reading lists, the staff who will be teaching each of your modules, the requirements for passing each module and a detailed description of your curriculum
- to be given a copy of your course timetable
- information about social activities available
- information about support services available
- information about your Students' Unions
- an accommodation advisory service, provided by the TCD Students' Union
- a universally accessible student diary and a copy of this charter

- the provision of a personal tutor or information about the postgraduate advisory service

College will expect you to:

- turn up for all the relevant orientation sessions provided for you and make sure you get all the information you need from the orientation process
- comply as fully as you reasonably can with requests for information necessary to register
- pay any fees on time and in full
- meet with your personal College tutor
- be proactive in seeking any further information or help you think you need

CHAPTER 3 – TEACHING AND LEARNING

Trinity College is committed to providing a teaching and learning experience that is research-led, universally accessible and enjoyable. Teaching and learning is a joint process which requires proactive student and staff involvement.

You can expect:

- a teaching and learning environment that is:
 - student-centred
 - research-led
 - inclusive
 - safe
 - ethical
 - up-to-date
 - appropriately planned
 - part of a lifelong learning process and encouraging of full participation in society
- a clear and comprehensive schedule of assignments
- a set of course materials that is inclusive and universally accessible and that includes details of course requirements, reading lists, referencing styles, submission dates and staff contact details
- timely notice of any changes to the above as necessary throughout the year
- supervised research opportunities
- all possible assistance in getting the resources you need for your research
- responses to written requests from your supervisor within a reasonable timeframe
- the opportunity to feed back on your learning experience
- to be recognised and credited for your own work

College will expect you to:

- participate actively in the teaching and learning expected
- be proactive in seeking out the information you think you need
- feed back on the teaching you experienced as invited
- keep yourself informed about the requirements of your course
- behave in a manner appropriate to the College's teaching and learning environment
- advance your field of study if involved in research
- have evidence of completed work when meeting with your research supervisor

CHAPTER 4 - ASSESSMENT

At Trinity College you may be assessed through continuous assessment, course work, attendance, lab work, and exams.

College will work for and with students to ensure a fair and equitable assessment system that reflects the work done by students during their course.

IN GENERAL

You can expect:

- to be told how to find out how, when and where you're being assessed
- to be told in advance what you will be assessed on
- opportunity for discussion with staff about the assessment processes in your course
- to be told in good time of any changes being made to the way you will be assessed
- advice on and support through the assessment process
- the opportunity to discuss your assessment performance with the relevant staff member
- reasonable accommodation for assessments

College will expect you to:

- find out how, when and where you're being assessed
- make yourself aware of what is needed for each part of your assessment
- know the regulations concerning your assessment
- make a fair attempt at all parts of your course assessment
- inform College of any circumstances outside of your control that might affect your academic performance
- give feedback on the assessment procedures as invited
- be proactive in finding out what you need to know concerning all aspects of your assessment
- be proactive in informing College of any reasonable accommodation you may require

CONTINUOUS ASSESSMENT

You can expect:

- to be given documentation outlining:
 - when your assignments and reports are due
 - what the criteria for assessment are
- advice and support from the lecturer who assigns the work

College will expect you to:

- submit work on time
- complete work to the levels described in the documentation of what is expected
- discuss any problems that you may have about your work with the lecturer who assigned it

PLACEMENT

You can expect:

- to be told in advance how to secure a placement and what will be required during a placement
- every reasonable assistance in finding a suitable placement

- regular contact with your course office to discuss any issues that may arise

College will expect you to:

- be proactive in finding a suitable placement if required
- make yourself aware of the rules and requirements of the placement
- work enthusiastically during placement
- behave in a manner appropriate to the environment and not to bring the College into disrepute during your placement

EXAMINATIONS

You can expect:

- to be told how to find the rules governing exams
- to be told how, when and where you are being examined
- to be told what you will be examined on from the start of the year
- to be allowed one fair attempt at any exam that counts towards your final grade (may differ for some professional courses)
- to be allowed two fair attempts at any other exam
- to have access to sample exam papers or past exam papers from the start of the year
- to be marked anonymously

College will expect you to:

- know when and where your exams take place
- find out what is required of you in any exam
- know the exam rules and to abide by them
- prepare as best you can for all of your exams
- make a fair attempt at all of your exams
- be proactive in familiarising yourself with exam procedures and in trying to resolve any problems you might have around the exams process

RESULTS

You can expect:

- to have your results published anonymously on your course noticeboard or online
- to be given your results by other means if you can't get to where they are published
- to get a breakdown of your results from your department

College will expect you to:

- inform yourself of your results as soon as possible once they are published
- be proactive in contacting your tutor or supervisor if you have any queries or if you have been instructed to do so

APPEALS

You can expect:

- all the information you need to make an appeal to be given to you by the tutorial service or the postgraduate advisory service
- acknowledgement that you have lodged an appeal within 5 working days
- to be able to go through your work with the lecturer to discuss your marks

- to have any arithmetical errors in the marking corrected
- to have any issues with your marks dealt with through the proper College procedures
- the support of the tutorial service or the postgraduate advisory service throughout the process
- a clear report on the outcome of your appeal
- the possibility of recourse in accordance with Calendar regulations if you feel that your appeal has not been dealt with satisfactorily
- confidentiality on the College's part
- resolution of an appeal within a reasonable time frame

College will expect you to:

- bring any appeals to the attention of College as soon as you decide to proceed with them
- provide full and accurate information regarding the appeal
- make use of the advice and support available and to make yourself aware of the appeals procedure
- continue to fulfil your course requirements during the investigation
- respect the confidentiality of the process

CHAPTER 5 –SERVICES

College will provide support services and academic services to ease the difficulties that students face during their time in College and to facilitate students' academic progress and the overall student experience.

IN GENERAL

You can expect:

- services that are:
 - fit for purpose and comprehensive
 - safe, clean and comfortable
 - ethically run
 - user friendly, inclusive and universally accessible
 - run to the professional, ethical or statutory minimum requirement
 - competitively priced or free at the point of entry and financed through the student charge
- services to caters for diverse student requirements and lifestyles
- full confidentiality in your dealings with college services
- support from the services before and during your time in College
- regular comprehensive information from each of the services about what they offer and what facilities are available and how to access them
- the opportunity to feed back on the services provided
- responses to queries within a reasonable time frame
- appropriate coordination between the College administrative, academic and support services at your request

College will expect you to:

- be proactive in informing yourself about the services and in seeking their assistance
- provide feedback on the services provided as invited
- respect the facilities and services provided
- pay any due charges in a timely fashion
- keep appointments or to inform the service if you can't make an appointment or no longer need one
- be honest when dealing with the services
- keep your contact details up to date

THE ACCOMMODATION AND CATERING SERVICE

www.tcd.ie/accommodationandcatering/

You can expect:

- accommodation that:
 - provides a progressive living, studying and community environment
 - is fairly allocated according to published criteria
 - is priced according to the cost of providing the accommodation
- a catering service that provides:
 - competitively priced food and drink
 - options that cater for the diverse dietary requirements of the College community

ADMISSIONS AND FEES

www.tcd.ie/Admissions/

You can expect:

- to be told in good time if you have the offer of a place in College
- to be told in good time what you owe and when payment is due
- a prompt response to applications for transfer

College will expect you to:

- accept or reject any offer promptly

CAREERS ADVISORY SERVICE

www.tcd.ie/Careers/

You can expect:

- regular information on workshops offered
- updates on employment opportunities during and after your studies
- face to face meetings with a careers advisor
- careers advice from someone who has knowledge of employment or further study opportunities
- advice in arranging course related work placements
- guidance in preparing CVs and personal statements
- guidance in completing job applications and improving interview performance

College will expect you to:

- be proactive in seeking help and advice when planning your career
- make informed decisions about your career direction
- take responsibility for the management of your career

THE CHAPLAINCY

www.tcd.ie/Chaplaincy/

You can expect:

- A Chaplaincy that is:
 - ecumenical in its work and witness
 - respectful of religious diversity
 - a place of welcome for all members of the College community
- the Chaplains to be proactive in providing information on their services
- the Chaplains to help people of all traditions access their faith communities
- the Chaplains to be available to respond on request to religious and pastoral needs
- the Chaplains to oversee worship and cultural events in the College Chapel

College will expect you to:

- respect the religious diversity of the College community
- be aware of the opportunity for getting to know people from diverse traditions

COLLEGE HEALTH SERVICE

www.tcd.ie/College_Health/

You can expect:

- an appointment-free service for urgent health issues twice a day

- an out-of-hours emergency service provided through DubDoc
- specialist clinics for sexual health, vaccinations and eating disorders
- complete confidentiality
- appropriate coordination between the College administrative, academic and support services at your request

College will expect you to:

- attend only when necessary
- keep appointments or inform the Health Centre if you are unable to attend or if your appointment is no longer necessary
- be proactive in disclosure of any relevant case history

COLLEGE DAY NURSERY

www.tcd.ie/about/services/daynursery/

You can expect:

- students' children to be given priority on any waiting list

College will expect you to:

- leave and collect children at the arranged times
- keep your children away from the nursery if you know them to be ill
- let the Day Nursery know as soon as possible if you're not going to take up a place or if you're going to withdraw your children permanently from the Nursery

COLLEGE DISABILITY SERVICE

www.tcd.ie/disability/

You can expect:

- the Disability Service to liaise with your department on your behalf
- reasonable and appropriate advocacy and support for your academic and social life in College

College will expect you to:

- respect the needs of students with disabilities
- register any disabilities either upon entry or as soon as you become aware of the disability if you require any additional supports
- be proactive in reporting your needs to the Service on an ongoing basis
- request examination accommodation before the examination deadlines

EXAMINATIONS AND TIMETABLING

www.tcd.ie/vp-cao/teo/vpindexexams.php

You can expect:

- a course timetable that allows for adequate breaks and travel times
- issues with your timetable to be addressed when reasonably possible
- to be fully informed of the rules and regulations governing examinations
- supplemental examination timetables and venues to be released online at least 4 weeks in advance of the examination period
- annual examination timetables and venues to be released by at least week 6 of Hilary Term

- exam timetables that prioritise sophister examinations for:
 - adequate time between exams
 - venues on campus
 - continuity of linked subjects (e.g. language paper 1 and 2)
- special accommodation to be arranged when necessary for examinations

College will expect you to:

- raise any issues with your timetable as soon as you can
- be proactive in informing yourself about the rules and regulations for exams
- ensure you know the time, venue and duration of all of your examinations
- keep checking the information about your exams in case of changes

GRADUATE STUDIES OFFICE

www.tcd.ie/Graduate_Studies/

You can expect:

- to be provided with information on all available postgraduate courses in a given area
- to be informed clearly about the admission requirements for any postgraduate course, and be given sufficient time and information to complete the admission process
- to be informed of any scholarships and funding available to students in your area of study and at your level
- to be given clear and timely notification of approaching deadlines pertaining to funding, assessment, submissions and academic progress

College will expect you to:

- complete all admission procedures and funding applications in full and on time
- meet application and submission deadlines, and give clear and early notification whenever exceptions or extensions are sought

INTERNATIONAL OFFICE

www.tcd.ie/international/

You can expect:

- information for international students on:
 - entry requirements
 - application processes
 - fees
 - cost of living in Dublin
 - visas and work permits
 - immigration
- Information for current students on:
 - Erasmus programmes
 - other international exchanges
- a departmental coordinator to deal with course-specific enquiries

College will expect you to:

- be proactive in informing yourself of the requirements for any exchange programme

- be proactive in contacting the International Office and/or your departmental coordinator in case of any difficulty either home or away

INFORMATION SYSTEMS SERVICES

isservices.tcd.ie/

You can expect:

- full information on requirements for connecting to the College Network
- the provision of adequate printing and photocopying services
- convenient access to the College Network in:
 - the libraries
 - College residences (Campus & Halls)
 - Public Access Computer Rooms
 - All student spaces

College will expect you to:

- be proactive in preparing your computer for connection to the College Network
- report any difficulties with the Network to the ISS helpdesk

LIBRARY

www.tcd.ie/Library/

You can expect:

- adequate learning materials for your coursework
- a user-friendly online interface with the Library's collections
- support and advice in the use of the Library and its information resources
- a clean, safe and comfortable study environment

College will expect you to:

- return borrowed materials within the agreed time

REGISTRATION AND STUDENT RECORDS

www.tcd.ie/vp-cao/sro/vpindexsro.php

You can expect:

- to be able to access your student record online at any time
- to be told what you need to do to be able to register each year
- to be able to view and correct any inaccuracies in your student record
- your privacy to be protected at all times

College will expect you to:

- register on time
- tell College if you are unable to register on time
- tell College if you choose to withdraw from Trinity
- provide College with accurate information for your student record when requested
- update this information as necessary throughout your time in College

SPORTS AND RECREATION

www.tcd.ie/Sport/

You can expect:

- sports facilities that are comprehensive and suit all levels of fitness
- facilities that will cater for the diverse recreational needs of the community

College will expect you to:

- undertake training and inductions where appropriate

STUDENT COUNSELLING SERVICE

www.tcd.ie/Student_Counselling/

You can expect:

- one to one assessment for personal and mental wellbeing issues
- one to one, group and online services to promote wellbeing
- on the day access for urgent appointments
- referral to other internal and external support services as needed
- information, consultations and training to be available as needed
- support from Peer Mentoring, Student 2 Student and Niteline
- one to one assessments, workshops and advice from Learning Support and Development
- an appropriate timeframe for first and repeat appointments
- a primarily short-term therapeutic service

College will expect you to:

- respect the confidential ethos of the service
- take responsibility for your wellbeing and to seek assistance as required

TUTORIAL SERVICE

www.tcd.ie/Senior_Tutor/

You can expect:

- the provision of a personal tutor (if you're an undergraduate)
- access to the postgraduate advisory service
- clear information on when and how to contact your tutor
- a change of tutor if you request one
- your tutor to advise you and to represent your interests to College during any appeals or academic difficulties
- an immediate response from the tutorial service in an emergency situation
- a prompt response to queries from your tutor
- complete confidentiality
- appropriate coordination between the College administrative, academic and support services at your request

College will expect you to:

- read and respond to letters and e-mails within a reasonable time frame
- be honest with your tutor
- be proactive in seeking help and advice from the tutorial service
- keep your contact details up to date
- respond to your tutor as soon as you can when your tutor contacts you

CHAPTER 6 – STUDENT REPRESENTATION

Trinity College values student representation and input at all levels of the College's committee and decision-making structures. The Students' Union and Graduate Students' Union take responsibility for electing and appointing representatives for each level. These elected representatives have responsibility for raising the issues affecting their constituency with the relevant College authorities.

You can expect:

- to be represented by fellow students at all levels of the college committee structure
- to have class rep(s) that will represent your class to the Students' Unions and to your Department and School
- to have the opportunity to nominate and elect each of your representatives
- to have the opportunity to vote on issues that affect the entire student population such as levies
- College to invite student reps to all appropriate meetings
- meetings to be arranged in such a way that students' academic commitments are reasonably accommodated
- student reps to be treated as full members of committees to which they are elected

College will expect you to:

- elect a class representative
- be proactive in bringing your concerns and opinions to your class representative and to the relevant College and Students' Unions' committees
- inform your representative of your opinions on every College policy decision

STUDENTS' UNION

www.TCDSU.org

The Students' Union is the only representative body for all students in College. It provides services for students and represents them to the University.

Services:

- Education Advisory service
For assistance and advice to do with academic difficulties
- Grinds Service
To arrange to give or receive grinds in any topic
- Welfare Advisory service
For assistance and advice to do with personal, financial, sexual health, mental health and general wellbeing issues
- SU Jobs list
An e-mail list informing students of available jobs
- Accommodation Advisory Service
For assistance in finding accommodation in Dublin
- Emergency Financial Assistance
Loans of up to €100 are available for emergencies
- Technical Support
Students can bring their broken computers to the SU Technical Officer for assistance
- Bookshop

- The Bookshop buys and sells all manner of books cheaply
- JCR Café
One of the cheapest Café in Dublin, located in Goldsmith Hall
- 2 shops
One in House 6, one in the Hamilton Building selling cheap newspapers, confectionary and stationery
- Front Office/ID services
Student Travelcards, passport photos, photocopying, faxing and printing services are available in House 6
- Communications
The SU Communications Office produces the Student Diary, the University Record (newspaper) and various other publications. The Communications Officer also has responsibility for the TCDSU website, electronic communications and posterings
- Ents
Cheap student nights out, gigs and the Trinity Ball are organised by the Entertainments Officer
- USI
The Students' Union is represented nationally by the Union of Students in Ireland

You can expect:

- the Students' Unions to arrange the elections of student representatives
- the Students' Unions to inform College of the names of the elected student representatives as soon as they are available
- elected student reps to be full and active members of any committees that they sit on
- input from the Officers of the Union on all policy decisions within College
- the Students' Unions to follow proper procedure in bringing complaints to College's attention
- the Students' Union to keep you informed of all SU policies and activities

GRADUATE STUDENTS' UNION

The Graduate Students' Union (GSU) is the sole representative body for postgraduate students of Trinity College, and provides advocacy and support services. All postgraduates are members automatically upon registration.

Services:

- Representation to College by two sabbatical officers (President and Vice-President) on all matters affecting postgraduate students and postgraduate study and research
- Advice on funding, academic progress, supervision and appeals
- Advocacy on all academic and welfare issues
- Information on all matters affecting postgraduate students is disseminated in regular emails
- Social events are organised throughout the year
- The 1937 Reading Room
The 1937 Reading Room is dedicated as a study space for postgraduate students only, and is managed by the GSU in conjunction with the Library. It contains desks, power and network points, computers, printers and toilets. Any queries or complaints about the facilities in the Reading Room may be addressed to the GSU.
- Lockers
The GSU offers the rental of storage lockers in the 1937 on an annual basis

- The GSU Common Room
The GSU manages a large Common Room in House 7 for the exclusive use of postgraduate students as a relaxation and social space. A kitchen for the preparation of food and beverages is provided, as are papers and journals. Membership of the Common Room may be bought on a once-off basis for the duration of your time as a postgraduate student. The GSU offers the rental of storage lockers in the 1937 on an annual basis
- The GSU has two annual publications of work by postgraduates of College: College Green (Art and Literature) and the Journal of Postgraduate Research (peer-reviewed, original research). These are edited, reviewed and designed entirely by postgraduates

You can expect:

- the GSU to arrange the elections of Faculty representatives and the Executive Committee
- the GSU to inform College of the names of the Executive as soon as they are available
- elected student reps to be full and active members of any committees that they sit on
- input from the Officers of the GSU on all policy decisions within College
- the GSU to follow proper procedure in bringing complaints to College's attention
- the GSU to keep you informed of all GSU policies and activities

CHAPTER 7 – RESOLVING PROBLEMS

Talking directly to the person who in your opinion has let you down will generally solve the vast majority of problems.

In the event of a more serious problem arising, or an issue not being resolved satisfactorily, there are established procedures that can be found in the College Calendar.

For information and/or support you can contact:

- Your personal College tutor
For all matters academic or personal
- The postgraduate advisory service
For all matters academic or personal
- The Students' Unions
For anything
- The Dean of Students
For issues relating to extracurricular activities and your student experience
- The Director of Teaching and Learning (Undergraduate or Postgraduate as appropriate)
For teaching and learning issues within your course
- Graduate Studies Office
For postgraduate admissions and administration
- Equality Office
For information on bullying and harassment and inequality issues
- Treasurer's Office
For issues to do with fees
- Admissions Office
For undergraduate admissions

You can expect:

- to have any complaint acknowledged and an initial response from College within 5 working days
- any issues to be dealt with confidentially, fairly and impartially by College
- a detailed report on the outcome of the matter
- that making a complaint will not affect the continuation of your studies
- the possibility of recourse if you still feel that the issue has not been dealt with or resolved satisfactorily
- the support of the tutorial service or postgraduate advisory service throughout the procedure

College will expect you to:

- provide full and accurate information regarding the problem
- continue to fulfil your course requirements during the investigation
- provide any further information required and comply with any investigation being undertaken by College
- respect the confidentiality of the process

CHAPTER 8 - DISCIPLINE

College is committed to fair and transparent set 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 the College procedures which are laid out in the College Calendar.

You are entitled to nominate any person you wish to support you throughout the disciplinary procedure.

You can expect to:

- be told in writing why you are being disciplined
- be given reasonable notice of the time and date on which to appear for a disciplinary hearing
- be given the opportunity to see and respond to any evidence that is presented against you
- be made aware of what further recourse is available in accordance with the Calendar regulations
- have access to the support of your chosen advocate throughout the procedure

College will expect you to:

- appear in person when required
- provide to the best of your ability full and accurate information regarding the action brought against you
- respond to whatever judgement is found in your case within the time limit laid down

Note: Full details of the College disciplinary procedures are available in the College Calendar.

CHAPTER 9 – ALUMNI

You can expect to:

- have Trinity keep in touch with you
- have access to transcripts/references/information from your time in College
- be kept informed of what is going on in Trinity through the Trinity Foundation and Alumni Office

College will expect you to:

- Keep in touch with Trinity!