

# Leabhar Na Mac Léinn Student Handbook

2022/23



Ollscoil  
Teicneolaíochta  
an Atlantaigh

Atlantic  
Technological  
University



# Clár Contents

Fáilte	3
<b>Seirbhísí Mic Léinn</b>	
<b>Student Services</b>	4
Careers Service	6
Counselling Service	9
Health Service	11
The Curve	14
Chaplaincy Services	18
Sport Service	19
The Sports Centre	22
The Student Union	28
<b>Tacaíocht Bhreise do Mhic Léinn</b>	
<b>Additional Student Support</b>	4
Student Toolkit	34
Study Facilities	36
Erasmus+ Office	42
International Office (Non EU Section)	44
Admissions & Fees	46
Grants Office	50
Examinations Office	55

## Ollscoil Teicneolaíochta na Atlantaigh Atlantic Technological University

Student Life	71
The Campus- Letterkenny and Killybegs	74
Safety in the College	77

## Polasaithe agus Nósanna Imeachta Mac Léinn Student Policies and Procedures

Data Protection	82
Plagiarism	82
ATU Student Code replaces The Learner Charter	84

## Eolas Ginéaráilte General Information

General Information	100
Transport	101
Accommodation Service	102
Maps	104
Academic Calender	106
Notes	107



# Hello!

**Ba mhaith liom fáilte mór a chur romhaibh ar fad anseo go dtí Ollscoil Teichneolaíochta an Atlantaigh ... and to say a big THANK YOU for choosing to study in Atlantic Technological University!**

It is my great pleasure to welcome you to one of our eight campuses.

After a difficult few years, we are finally back onsite and we are so excited to see you, our first incoming students to our new technological university! We are one of the largest providers of third level education in Ireland with over 20,000 students, and you are now part of this success story for our future.

At ATU, students benefit from our very positive staff-student interactions and learn through small classes, hands-on practical work, mentoring, internships and opportunities to study abroad, and this ethos remains strong even as we have joined forces across the three former institutes of technology.

As you start the new academic year with us, I want you to remember some key pieces of advice: connect with each other and engage with your academic Department and School. A significant part of our examination and assessment involves continuous assessment and you can improve your chances of good results by ensuring you maintain a high attendance



rate throughout the year. Most of all do engage with the campaigns and activities organised for you during the induction programme and throughout the year ([www.atu.ie/welcome](http://www.atu.ie/welcome)). Participate in Clubs and Societies where possible and follow your Students' Union on social media to keep up to date and stay connected.

Your third level journey can yield huge rewards for you after you graduate in a few short years from now. Work hard while you are with us, but make sure you also enjoy that journey.

Stay well, look after each other, and I hope to meet you along the way!

**Dr Orla Flynn**

A handwritten signature in black ink, appearing to read 'Orla Flynn'.

# Seirbhísí Mic Léinn Student Services



**Rory McMorrow**  
Student Services Manager  
ATU Donegal

I would like to take this opportunity to welcome you to ATU Donegal. Here at ATU Donegal, we are dedicated to meeting the needs of all students through our variety of services which include Access & Disability, Careers & Employability, Chaplaincy, Counselling, Health, and Sport & Recreation. I encourage you to explore these services and make the best use of them to support you in your academic journey. The Student Services team are here for you, to help you achieve your goals and have the best experience while you study with us.

Look out for clubs and societies, campus activities, volunteering and recreational activities which are all opportunities for you to enhance your experience as a student. We encourage you to enrich your experience by engaging in these meaningful activities which offer opportunities for leadership development, peer support, networking and personal growth.

This Student Handbook will give you an overview of the support available here at ATU Donegal. It provides information on the many services and opportunities available to you, but make sure you refer to the college website and Student Toolkit for the most up-to-date information.

Finally, explore the campus, ask questions, meet staff and learn all you can about your University. Study hard, make new friends, get involved and have fun! We are here to help in any way we can.



# Careers Service



**Catherine Lyster**  
Careers Officer

The Careers Service can help you achieve your career goals by offering impartial and confidential advice in a welcoming and supportive atmosphere.

Our mission is to help you develop confidence in your career planning, and, when you are ready, we can support you in finding your first graduate-level position, starting your own business, or postgraduate studies. Finding the right path can be tricky, that's why our trained and professional Careers Officer is available to support you, whether it is discussing your options, overcoming obstacles to progress, presenting yourself to employers or finding opportunities.

## How to contact us and where to find us?

The Careers Service is located on the first floor of the An Dánlann building, you can contact us at (074) 91 86812, 91 86855 or by email: [careers.donegal@atu.ie](mailto:careers.donegal@atu.ie). All students are asked to register with ATU Donegal Target Connect:

**<https://lyit.targetconnect.net/unauth>** to avail of all services provided by the Careers Service.

## How you can avail of the Careers Service

### 1. Booking a Careers Appointment

We offer a range of **3 appointment** options:

- **Quick Queries:** 115-minute drop-in sessions are available every weekday during term time between 9am-10am. Quick queries deal with a range of topics including where to begin with careers, CV or application feedback, finding work, further study and interviews. After a quick query you may be referred for a longer guidance appointment if necessary.
- **Mock Interviews:** 30 minutes in duration, by appointment only, providing you the opportunity to practise your interview technique and get feedback on your performance before an actual interview!
- **General Guidance Appointments:** 30 minutes in duration by appointment only. To book an appointment, please book through your Target Connect Portal. You can also book an online appointment through Target Connect.



### 2. Attending Careers Events

Throughout the year, the Careers Service organises various events to help you on your career journey. Our focus is your success. These events include:

- **Careers Fair:** this is your opportunity to meet with local and national employers who are interested in your skills.
- **Postgraduate Studies Fair:** your opportunity to meet with postgraduate course providers offering courses of interest to you.
- **Specialist Careers Fairs:** the ATU Donegal Careers Service organises recruitment fairs that are relevant to your area of study, for example, Nursing.
- **Careers Awareness Day:** presented by a panel of experts, this is your opportunity to get your career off to a great start by learning top tips on job search techniques and presenting yourself on social media.

- **Guest Speakers:** the Careers Service invites employers to meet with class groups.

Details of all careers service events will be posted on:

- Target Connect
- Facebook
- Instagram
- Blackboard
- Email

### 3. Availing of our Resources

The Careers Service has an extensive range of resources available to all ATU Donegal students.

- **Target Connect:** your first stop for careers advice, employer events, and finding a job or internship! By logging in you will be able to access everything you need to help you to not only search and apply for jobs but also to become the best candidate possible.
- **Careers Brief Newsletter:** jam-packed with careers related topics, produced once per semester.
- **Blackboard:** virtual library containing all the information you will require on your career options following your studies, videos on job search techniques and much more.
- **Careers Facebook and Instagram pages:** keep up to date with jobs and other career opportunities by using our Careers Social pages on Facebook and Instagram

<https://www.facebook.com/ATUDonegalCareersService>

<https://www.instagram.com/atudonegalcareersservice/>

## How you can make the most of the Careers Service:

- Make a list of questions you would like to ask. We recommend you take notes during your appointment
- Bring a hard copy of your CV with you to your appointment, you can also email it in advance of your appointment or upload in on your Target Connect Portal to allow us time to review it

## Codes of Practice

The ATU Donegal Careers Service promotes equality of opportunity and diversity and adheres to the code of practice in accordance with AHECS (Association of Higher Education Careers Services). [www.ahecs.ie](http://www.ahecs.ie)

## Limitations of Service

The Careers Service can advise you on planning your career goals by suggesting sources which will enable you to determine your next move, however, we cannot tell you what to do. Therefore, it is most important that you take responsibility for your own career planning.

# Student Counselling Service



Starting college is a big step with many exciting experiences but also some challenges. Counselling can help you manage all kinds of difficulties, both academic and personal. You can use this space to talk about anything, something that feels like a small issue or something that you are finding overwhelming. Maybe you don't even know exactly what the problem is but are noticing that your mood is low, that you feel anxious or that you are finding it difficult to cope.

The Student Counselling Service is a free, confidential service for all registered students of ATU Donegal. There are two counsellors located on campus, who offer meetings in person and online. They can support you in exploring issues in supportive, non-judgemental space.

The Student Counselling Service webpage on the ATU Donegal website is updated regularly and offers further information about the service and how you can make an appointment. Also, there are other resources that you might find helpful:

**<https://www.lyit.ie/Student-Hub/Health-Wellbeing/Student-Counselling-Service>**

Click Student Toolkit under **Online Services for Students**.

**<https://www.lyit.ie/Student-Hub>**

## Appointments

If you are feeling unsafe in yourself and have thoughts of self-harm or suicide, please come over to the Student Services Suite in the An Dánlann building to see the counsellor. We are there to help you.

Emergencies will be seen on the day.

The counsellor is available Monday to Friday, 9am-5pm. To make an appointment please:

- Drop over to the Student Services reception
- Tel: 074 91 86855
- Email: [counselling.donegal@atu.ie](mailto:counselling.donegal@atu.ie)

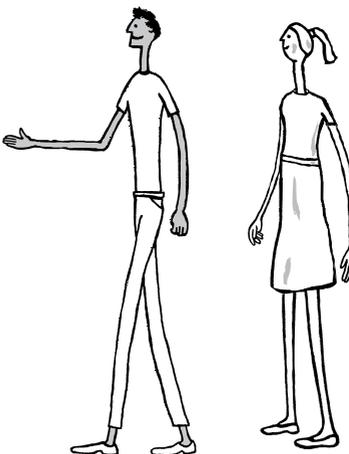
**Web:** <http://www.lyit.ie/studentlife/student-services/counselling.html>

In the first meeting, the counsellor will work with you to find out your needs and decide if counselling is the best form of help for you.

## Common Problems

The following are some of the common problems experienced by students:

- Anxieties about aspects of study including exams & presentations
- General stress & anxiety
- Depression and suicidal thoughts
- Relationship difficulties
- Problems with food/eating
- Bereavements & parental separations
- Loneliness & homesickness
- Lack of self-confidence or low self esteem
- Making difficult decisions



- Traumatic experiences including rape, assault & abuse
- Difficulties with alcohol or drugs
- Issues around sex & sexuality
- Issues around gender identity
- Self-injury
- Unplanned pregnancy
- Bullying
- Anger management
- Worries about appearance
- Impact of covid and lockdown.

Students are reminded that emailing is not a confidential means of communication. Please note that the Student Counselling Service (SCS) cannot guarantee that personal and sensitive data, sent via email, is fully secure. Those who communicate through email are deemed to have accepted this risk. The alternative communication method offered by the SCS is contact by telephone.

# Health Service



**Louise O Donnell**  
Letterkenny Nurse



**Mary Campbell**  
Killybegs Nurse

The Health Service is offered free to all full-time registered students and consists of a full-time nurse and GP session on-campus Monday to Thursday, either in the morning or the afternoon, there is no Doctor on campus on Friday.

The college nurse and doctor may be consulted in the Student Health Centre on the first floor of An Dánlann. Students are encouraged to call the Student Services Reception on 074 91 86855 to make an appointment, clearly stating name and telephone number.

Opening times for the Letterkenny campus are 9.30am to 5pm Monday to Thursday and 9.30am to 1pm Friday. Closed for lunch 1pm to 2pm daily. Opening times for Killybegs campus are 9.30am to 1pm daily.

The College Health Service places an emphasis on health promotion, mental wellbeing, contraception, sexual health, preventative medicine and healthy lifestyle programs. All information provided to the doctor or to the nurse is confidential and is not disclosed to any other person without the permission of the student concerned.

Students with any long-term illness should register with the Health Service as early as possible, in order to continue to provide medical care in conjunction with their own GP (who should, where possible, remain your primary health-care provider).

***The on-campus GP service is not intended to replace your own GP but will provide you with immediate care when necessary.***

The on-campus GP service is available Monday to Thursday during term-time. There will be no doctor available on campus on Fridays, however urgent/emergency GP appointments can be arranged through the nurse at the Doctor's main surgery.

The on-campus Doctor surgery will run **either** in the morning or in the afternoon. Emergency consultations will be attended to as a priority during surgery hours.

## Off-Campus and Out of Hours Services

### Off-Campus GP visits

If you avail of off-campus GP services, charges will normally apply, unless you have a Medical Card or GP Visit Card. All fees related to off-campus GP visits are a matter between the student and the service concerned.

The college GP's are available at their Ballyrairie Park Health Centre by appointment. They have agreed a reduced consultation fee of €30 per off-campus appointment for ATU students who do not have a Medical Card but who produce their current ATU student card when attending the Ballyrairie Health Centre. Their contact number is 074 91 29393.

## Out of Hours Service

Emergency cover is available, via NoWDOC, from 6pm-8am on weekdays and from midday on Saturday, all day Sunday and Bank Holidays. The contact number for NoWDOC is 0818 400 911. A fee will be applicable for out of hours cover for those who do not have a Medical Card.

In the event of an emergency between 8am-9am and also 5pm-6pm, contact the Ballyrairie Park Health Centre at 074 91 29393 for the doctor on call.

Our Health Service also supports students with Medical Cards, and should you be eligible for one, you can apply on-line at <https://www.hse.ie/eng/cards-schemes/medical-card/how-to-apply/>

## Cártaí Leighis

Murar chláraigh tú go fóill le dochtúir teaghlaigh i Leitir Ceanainn/ Roinn Na Turasóireacha ach go mbeidh tú i do chónaí i gceantar Leitir Ceanainn/ Roinn Na Turasóireacha ar feadh níos mó ná trí mhí, bhféidir gur mhaith leat clárú le dochtúir áitiúil sa dóigh go mbeidh tú ábalta leanúint de bheith ag úsáid do Chárta Leighis go háitiúil. Beidh ort Foirm d'Áthrú Dochtúra a líonadh agus na sonraí a thabhairt don dochtúir úrnua. Tá an fhoirm le fáil tré glao a chur ar Lo-call 1890 252 919, nó tig leat é a íoslódáil ó.



<https://www.sspcrs.ie/portal/medapp/changedoctor.pdf>

Chur ar 074 91 86850/86855 faoi choinne gach iarratas.

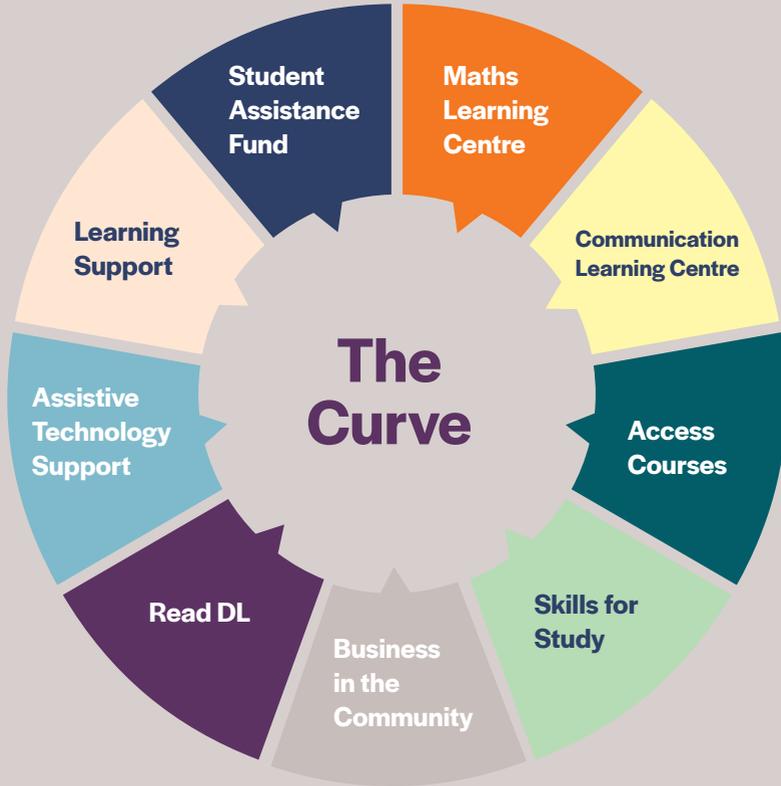
## Medical Cards

If you are not already registered with a GP in Letterkenny but will be resident in the Letterkenny area for more than 3 months, you may wish to register with a local GP, so that you will be able to continue to use

your Medical Card locally. You will need to complete a Change of Doctor Form, giving details of the new Doctor. The form is available from the Student Health Service or by phoning Lo-call 1890 252 919, or you can download it via <https://www.sspcrs.ie/portal/medapp/changedoctor.pdf>

Call 074 91 86850/86855 for all requests.

# The Curve



The Curve was established in ATU Donegal (located on the 3rd floor in the main building in Letterkenny), to fulfil ATU’s commitment to widening access to the college for people who have traditionally been unable to benefit from higher education opportunities. The Curve provides specific advice and support to a diverse range of students, including mature students, students from low income families, students with a disability and ethnic minorities.

## Students with Disabilities

ATU Donegal welcomes students with additional needs, regardless of any physical, sensory or learning disability. Students with a disability are encouraged to contact Roisin Mc Cormack, Disability Officer, in Room 3456, on ext. 6172 or [roisin.mccormack@atu.ie](mailto:roisin.mccormack@atu.ie) as early as possible to outline their requirements and complete a Needs Assessment. Student supports are based on an assessment of need, meeting qualifying criteria, provision of relevant reports and availability of resources. Students can avail of supports such as assistive technology, learning support, examination support and personal supports.

Every attempt will be made to facilitate such students and to provide special equipment where college budgets allow. We will liaise with external groups such as the HSE, RNIB, DEAF/HEAR etc. as necessary. Students with dyslexia and related learning difficulties are requested to advise their Head of Department/School and the Learning Support Staff when they commence studies. Special arrangements can be made for such students at examination time **provided sufficient notice is given and up to date relevant reports are provided.**

ATU Donegal has an open door policy for students with disabilities and with the aid of the Curve it hopes that any students, regardless of their disability, can be supported in achieving their full potential at ATU Donegal.

The Union of Students in Ireland (USI) now has a full-time Disability Rights Officer who may be contacted via the Student Union Offices, **(Tel: 074 91 86820).**

The Department of Education and Science have, in recent years, operated a special

scheme for students with disabilities (ESF Fund for Students with Disabilities) whereby finance is made available to help with the cost of special equipment or services they may require. Learning Support Staff will apply, on a student's behalf, for help under this scheme. Information is placed on institute notice boards annually, when the scheme deadline is announced by the Department. Students should contact the staff in Room 3456 for more details.

## Mature Students

ATU is particularly concerned with the successful access and participation of Mature Students on all courses and all aspect of college life. Mature students who are studying at ATU Donegal can contact Brian McGonagle, Co-ordinator of Access and Lifelong Learning on ext. 6170 or [brian.mcgonagle@atu.ie](mailto:brian.mcgonagle@atu.ie) (before January) to discuss suitable course options. This also includes individuals who have a place on the Certificate in Preparatory Studies for Higher Education.

As well as advice, The Curve will provide you with many support services during your time at ATU Donegal. Call into The Curve any time for a chat and pick up a copy of "Mature Students guide to ATU Donegal".

## Students from Ethnic Minorities

The Curve welcomes enquiries from students from under-represented ethnic minorities (including members of the Traveller Community) and aims to assist students access higher education.

Contact Brian McGonagle on ext. 6170 or [brian.mcgonagle@atu.ie](mailto:brian.mcgonagle@atu.ie) for further details.

## Bursary Scheme

ATU is offering a number of bursaries to post-primary schools in the region, subject to a successful interview process.

The bursaries (entitled 'REACH') are targeting students who might not progress on to Third Level due to having a disability or lacking the financial wherewithal to participate. Successful applicants will get financial assistance and learning support in Maths and Communications where appropriate.

## 1916 Bursary

The purpose of this funding is to encourage participation and success by students from sections of society that are significantly under-represented in higher education.

All 1916 Bursary recipients must be economically disadvantaged, first time

entrants to college **AND** from one of the following target groups:

- socio-economic groups that have low participation in higher education;
- first-time mature student entrants;
- students with a disability – particularly students with a physical/mobility impairment, students who are deaf/hard of hearing and students who are blind or have a visual impairment;
- Irish Travellers;
- those entering on the basis of a further education award;
- lone parents who have been confirmed by the Department of Social Affairs and Employment Protection as holding a means-tested social welfare payment; or
- ethnic minorities



Students must be able to demonstrate that they would qualify for the highest level (the special rate) of SUSI grant and/or are in receipt of a Department of Social Affairs and Employment Protection means-tested social welfare payment.

Each bursary will be in the amount of €5,000 per annum.

For more details visit <https://www.lyit.ie/Student-Hub/Academic-Life/The-Curve> or call Brian McGonagle direct on **(074) 91 86170**.

## Maths Support

Students experiencing difficulty with Maths, whatever their course of study, may avail of the Maths Learning Centre. Call up to the Curve in Room 3456 or contact Lucia Ramsey at [lucia.ramsey@atu.ie](mailto:lucia.ramsey@atu.ie) to discuss any support that may be needed.

## Communications Learning Centre

Students requiring support around academic writing, exam technique and general study skills should get in touch with Karen Quinn at [clc@atu.ie](mailto:clc@atu.ie) or call up to Room 3456.



# Chaplaincy Services



**Fr. Liam Boyle**  
Chaplain

The Chaplain welcomes you to ATU Donegal. Starting your studies is a very important step in your life. For some it may mean leaving home, friends and familiar surroundings for the first time. While it is exciting and you look forward to making new friends and becoming that little bit more independent, for some, starting in college and getting used to a new way of life proves to be a difficult and even lonely time. The Chaplain is available and only too willing to help in whatever way he can. The Chaplain also makes regular visits to the Killybegs Campus and upon request.

## The Oratory

The Oratory is situated behind the Student Union Shop in the main building. It is a place of prayer, a place of refuge, a place of silence amidst the noise and bustle of college life. It is open to all students and staff. A daily Mass is celebrated at 10.30am. Other events will take place as advertised.

### Chaplain's Office

Student Service Suite

An Dánlann

Tel: 074 91 86830

Email: chaplaincy.donegal@atu.ie

# Sport at ATU



**Michael Murphy**

Head of Sport

Whether you want to partake in sport on a recreational or competitive level, we have top class facilities and the support services at ATU Donegal to meet your individual needs and support you throughout your third-level journey.

Our **ATU Donegal gyms** are located in both our Letterkenny and Killybegs campuses. The gyms are free to use for all ATU Donegal students and comprises a wide array of dual use cardio machines and resistance equipment. The Sports Centre staff are also here to help you on the way to meeting your exercise goals. Daily **exercise classes** are provided for those who like to work within a small group setting and a **personal training** service is also on offer, if you would like avail of a bespoke exercise program and supervised 1-to-1 training. (see overleaf for class and personal training offering.)



**The multipurpose sports hall** - located in An Danlann includes a climbing wall, handball wall, basketball courts, and other indoor sports facilities. This is the home to many of our **recreational sports societies** and competitive teams. Our **floodlit playing pitch** at An Danlann caters for our on-field sports preparation and demands.

**ATU Donegal's competitive sports program** ensures students can compete

in higher education and university competitions throughout the sporting calendar. Ladies and Men's **sports teams** continue to move from strength to strength, and we are excited for that trend to continue in the coming years. We also support and encourage the participation and competitive efforts of **individual sports** students. The following are a range of our ATU Donegal sports teams.

- Basketball
- Gaelic Football
- Hurling
- Soccer
- Badminton
- Athletics
- Boxing
- Olympic Weightlifting
- Karate

To get more information or engage with any of the sport offering, get in touch by email on [michael.murphy@atu.ie](mailto:michael.murphy@atu.ie), ATU Donegal Sport Centre **social media** Instagram, Facebook and Twitter accounts, or just drop over to the **An Danlann reception**.



# The Sports Centre An Danláinn



**Helen Kennedy**  
Sports Centre Manager

**Location** Sports Centre, An Dánlann

**Tel.** 074 9186800 / 9186868

**E-Mail** [roseann.mcginley@atu.ie](mailto:roseann.mcginley@atu.ie)

[helen.kennedy@atu.ie](mailto:helen.kennedy@atu.ie)

**Find us on:**    



## Opening Hours

<b>Monday</b>	8.00am-9.30pm
<b>Tuesday</b>	8.00am-9.30pm
<b>Wednesday</b>	8.00am-9.30pm
<b>Thursday</b>	8.00am-9.30pm
<b>Friday</b>	8.00am-8.00pm
<b>Saturday</b>	10am-3pm (term time only)

## Facilities

- A large sports hall catering for many sports, classes and activities with seating for 344.
- A climbing wall and indoor handball wall.
- A new modern gym, refurbished in 2020, with dual-use equipment for various abilities.
- A grass Prunty pitch.
- Changing and showering facilities.
- A café and student recreation room..

## Sports Centre Services

- Provision of safe, clean and modern facilities.
- Health and fitness advice and guidance.
- A varied recreation programme for all user groups and individuals.
- Daily fitness classes i.e., spin fit, body conditioning, circuits.
- Personal training.
- Inter-departmental activity and student tournaments.
- Student club provision and competition.
- All Ireland National League weekend basketball games.
- Annual Spring charity 5k run/jog/walk.
- Community use – for sports and social activities.
- Children’s activity including summer camps and parties.



## Recreation Programme

Everyone and all abilities are welcome to attend our classes and activities. Look out for our schedules issued by email and on social media. Classes and activities on offer include:

- Spin Fit, Body Conditioning, Abs Blast, Circuits, Kettlebells (toning & resistance)
- Pilates / Yoga courses
- Student 5-a-side soccer league
- Table tennis tournament
- Casual Badminton / Basketball / Volleyball
- 'Try a new activity' and 'Try your gym' weeks in Semesters 1 and 2.

## How to contact us and where to find us

The Sports Centre is located on the ground floor of An Dánlann, the building on the right on entering the campus from the Port Road.

Just come through the revolving door and you'll find our reception.

**Find us on Facebook, Twitter, Instagram or search ATU Donegal Sport on your favourite browser**

## What you can expect from us

- Facilities are FREE for full time students - club membership is also free
- A friendly and efficient service and healthy exercise opportunities
- High standards and quality regarding hygiene and maintenance of facilities
- Professional services regarding all things sport and recreation
- Exercise classes, guidance and advice on fitness, exercise, sport and competition
- A commitment to continuously improve our services.



## What we expect from you

- Ask for guidance - we will help.
- Become involved, try the facilities, respect others and the facilities, feedback to us (verbally, on social media, by email) and enjoy yourself.

## Please be aware

- Before using the fitness suite an induction is necessary. Inductions can be booked at reception by email or by social media. They take place daily.
- Please bring your student ID card and swipe it at reception on each and every visit.

## Talk to Us

Please let us know what you need and what you aim to achieve. We will guide you, happy to help.

Let us know how we're doing by talking to us, by social media or by email.



Use your Sports Centre - healthy body, healthy mind



# The Students' Union Donegal



The Students' Union at ATU Donegal is recognised by the university authorities as the representative body for students studying at the Donegal campuses. It has its own constitution and organisation structure, with three full-time elected sabbatical officers. These are:



**Edward Grant**

Students' Union  
President



**Barry Breslin**

Students' Union Welfare/  
Equality Officer



**Éanna McDermott**

Students' Union  
Education/  
Communications Officer

The Students' Union at ATU Donegal is affiliated to the Union of Students in Ireland (USI) and liaises with that organisation on student matters of national importance.

- Insurance of students for all college activities
- Support of student services offered via the Students' Union

## Funding

ATU Students' Union Donegal has the following source of funding available:

**Contribution Charge** - This is an agreed portion of the **€3,000** (correct at time of going to print) paid by, or on behalf of, each registered student.

**The contribution charge is collected at registration annually and is used to fund the following activities:**

- HETAC examination entry fees for each student
- Health Service

## We offer the following services:

### Representation & Education

- We represent the voice of all students on committees including Governing Body, Academic Council and Clubs & Societies Registration and Finance Committees.
- We are responsible for organising and facilitating the election, training and support of Class Reps throughout the year.

- We offer assistance and support to students who are experiencing academic issues including timetabling, course content/delivery, staff issues, exam structures to results etc.

Your Education & Communications Officer can be contacted for any of our education service-related queries:

**Email:** eanna.mcdermott@atu.ie

**Phone:** 074 91 86825

**Mobile:** 086 7702702

## Welfare & Equality

- We facilitate the provision of the Crèche Subsidy Scheme which is, subject to qualifying conditions, offered to low-income parents in full-time third level education at ATU Donegal.

- We offer information and guidance to students on SUSI Grant applications and other funding supports available within the institute.
- We organise a number of awareness raising campaigns each semester which cover a broad range of Health & Wellbeing themes. We also work in partnership with Student Services to deliver a number of these programmes each semester.
- We promote inclusivity and equality for all students at ATU Donegal.





## Accommodation

Each year in August, we provide an up-to-date list of SU approved and available student accommodation. Random spot checks are carried out on a number of our listed accommodations each year to ensure that an acceptable standard is provided.

Your Welfare & Equality Officer can be contacted for any welfare, equality or accommodation related queries:

**Email:** [barry.breslin@atu.ie](mailto:barry.breslin@atu.ie)

**Phone:** 074 91 86826

**Mobile:** 086 7702701

## Clubs and Societies

The Clubs & Societies Programme is co-ordinated and delivered by the Students' Union at ATU Donegal. Registration and funding of Clubs & Societies is decided by two committees who are both made up of ATU Donegal and ATUSU Donegal staff and ATUSU Donegal sabbatical officers.

With the dozens of diverse Clubs & Societies to choose from, there is something to suit all students to get involved in; from participating in teamwork activities, enjoying a great social life, developing as a person, striving for success outside the lecture theatre to learning about other cultures – all of these are important ways of enriching the student experience.

Students have the opportunity to set up a new club or society at the beginning of each academic year. Students can then sign up to the various clubs and societies on offer during Fresher's Week. There is another opportunity in semester 2 during RAG Week for students who wish to set up a new club or society and also a further opportunity for students to sign up to new or existing clubs or societies. There is currently no charge in operation for students to join a club or society.

Nationally, ATUSU Donegal is an active member of BICS (Board of Irish College Societies). Each year a number of our award-winning societies and their leaders are nominated for the national awards and have been successful in a number of categories throughout the years.

The ATU Students' Union Donegal General Manager can be contacted for information on the Clubs & Societies Programme:

**Email:** josephine.wilson@atu.ie

**Phone:** 074 91 86823



## Entertainments

Throughout the academic year, we run a number of fun and informational activities and events both on and off campus. The main events usually take place in semester one during Freshers Week and then again in semester two during RAG Week. Events of an entertainment's nature are regularly provided and are promoted via our social media platforms.



ATU Students' Union Donegal is *Your Union and Your Voice* and we aim to enrich your experience here at ATU Donegal. We encourage all students to get involved in all that campus life has to offer. We are here for all students and provide a friendly listening ear to any student who would like to drop by for a chat, advice or support with any query you may have regarding your university experience. If we are unable to directly solve your query, we can signpost you to the correct service/support that can help.

## How to contact us and where to find us

The Students' Union offices are located upstairs in the An Dánlann building of the university. Our offices are open from 9.00am-5pm Monday-Thursday and 9.00am-1pm Friday.

The SU President can be contacted for all general student enquiries:

**Email:** [edward.grant@atu.ie](mailto:edward.grant@atu.ie)

**Phone:** 074 91 86820

**Mobile:** 086 7702700

You can also engage with the SU on our social and online platforms:

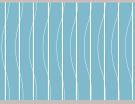


<https://m.facebook.com/ATUStudentsUnionDonegal/>



[atusu\\_donegal](https://www.instagram.com/atusu_donegal)

# Student Toolkit



## Student Toolkit

The Student Toolkit is an online support tool where students will find all the information you need to support you through your journey in ATU Donegal. The Student Toolkit is an easy-to-use tool that includes:

- **Student Inductions**
- **Student Support Services**
- **Registration and Administration**
- **Health and well Being**
- **Academic Support**
- **Library**
- **Student Union**
- **Academic Calendar**
- **Consent**
- **Sport and Recreation**
- **Student Guidelines**
- **Student Timetables, Printing and Copying**
- **Computer Services**
- **Blackboard VLE**
- **Collaborate Ultra**
- **Turnitin**
- **Other Online Teaching Tools and Platforms**
- **Exams**

**Located in the Student HUB of Website:**

**Step 1** <https://www.lyit.ie/Student-Hub>

**Step 2** Click button **Student Toolkit**

**Step 3** <https://lyitbb.blackboard.com/> Login with student email

# Tacaíochta Bhreise Do Mhic Léinn

## Additional Student Support

### Áiseanna Staidéir Study Facilities



**John Devlin**  
Library

The library is at the academic heart of the Institute. All registered students have full access to the library and services provided until the 31st of August 2023. The library endeavours to support the educational and research needs of staff and students.

## How to contact us and where to find us?

The library is located on the ground floor of the Letterkenny campus to the left of the main entrance door. A member of staff is always available on the information desk to deal with any queries you may have.

### Extended opening hours are as follows:\*

**Monday – Thursday:** 8.45am – 8.45pm

**Friday:** 8.45am – 4.45pm

**Saturday:** 10.00am – 4.45pm  
(limited – examination periods only)

**Sunday:** 10.00am – 4.45pm  
(limited – examination periods only)

### Restricted opening hours are as follows:\*

**Monday – Friday:** 8.45am – 4.45pm

\* Please check the library notice board as these opening times may vary occasionally.

## Contact us:

**Telephone:** 074 91 86150

**Email:** [librarymail.donegal@atu.ie](mailto:librarymail.donegal@atu.ie)

**Library chat available on the website @:**  
<https://library.lyit.ie/>

## What you can expect from us

- **Books:** Normal loan books may be borrowed. Books that have a 'Reference Only' label may not be borrowed.
- **eBooks:** A variety of eBooks are available for consultation both on campus and off campus..
- **Borrowing books:** Undergraduate students may borrow 4 normal loan books, for two weeks. Post-graduate students may borrow 10 books for three weeks.





- Online reservations and renewal of books:** Books that are on loan can be reserved online at <https://library.lyit.ie/> Borrowed books that are not reserved by another reader may be renewed twice online on your library account at <https://library.lyit.ie/>
- Photocopying/Printing:** Students needing to use the printing/ photocopying facilities can top up online using the software package <https://printing.lyit.ie:9443/end-user/ui/login> They enter the student card number and pin number and can deposit money from €3.00 - €40.00 using a debit/credit card only. The credited amount is linked to the student card which can be swiped when using the printing/photocopying facility.
- Additional resources:** Journals, eJournals, newspapers, eNewspapers, online examination papers, Research@ THEA, EDS (Search + Find) and databases are provided to support you with your studies.
- Library Induction and Information Skills:** Library induction and specialised information skills classes will be provided at the beginning of each academic year. By attending library induction and information skills classes you will learn how to identify different information resources in the library, how to use library research databases and how to develop effective information searching techniques. Please contact your lecturers to book this training.
- Six Group Study Rooms:** All the rooms have wireless connectivity to large TV screens that will mirror what is on your laptop/device. These rooms are available for groups that wish to discuss academic topics and must be pre-booked electronically. Meetings or tutorials may not be held in these rooms.
- Seating:** Individual study carrels facilitate private study.

- **Electronic Research Space (Computer Suite):** A dedicated electronic research space is included in the library which provides computer access to electronic learning resources.
- **Inter Library Loans:** Books, eBooks, journals, reports and theses which are not available in our library may be borrowed from another library on inter-library loan.

## Students with additional needs

If you have special needs please outline your requirements to the library staff. Every attempt will be made to facilitate your requirements where college budgets allow.

## Using other academic libraries

If you wish to use other Academic libraries for study purposes, a letter of introduction from the Librarian and your current University ID card is required. This letter can be obtained at the information desk.

It is recommended that if you intend to visit other academic libraries that you phone the library, in advance to ensure that you will get access.

## How you can help us to improve the library service

You may comment on any aspect of the library services by entering your views on the library website <https://library.lyit.ie/> under "Suggestions!". You may also supply us with useful feedback by participating in our annual online library survey.



## Limitations of our service

You need a valid student ID card to avail of library services.

Computers in the library area are for research and not recreational use. The electronic research space is part of the library and as such all-library rules including working in silence apply to this area.

The library staff do not deal with technical queries. If you have technical problems in the electronic research space, please contact the technician available at the desk in this area. If the technician is not available in the area, please contact the computer services staff at the helpdesks located on the main corridor.

## Overdue books

Books should be returned promptly to the library. Overdue library book(s) will result in your library account being suspended.

Severely overdue library book(s) will result in your college network account being disabled.

## Further information

The online library guide (Library Research Bulletin) provides comprehensive information on all library services. You may access the online library guide on the library website at <https://library.lyit.ie/>. A library newsletter is published during the academic year. This newsletter provides you with further information on any new services introduced during the academic year. The library calendar is emailed to students at the beginning of the academic year and provides detailed information on library opening hours.





Please be assured that working with all other parts of ATU Donegal, especially Health and Safety, Estates and Computer services, that every effort will be made to keep everyone as safe as possible and that we will do our utmost to give the best possible educational service to our users.

## Library Facilities in Killybegs

The Killybegs campus library contains a comprehensive and ever-expanding collection of print and electronic resources in all areas of Culinary Arts, Hospitality, Travel/Tourism, Tour Guiding, Business and Management. These include books, e-books, journals, newspapers, theses, multimedia and special collections. It provides a wide range of services to assist learners with their study, similar to those available to students in the main campus. These include borrowing books and other library resources, reference and inquiry services, library induction and information skills training, document

supply, photocopying, printing, scanning and binding services. It has one large group study room which has a multimedia TV screen and can be pre-booked on the online booking platform.

## Killybegs Library Opening Hours

### **Monday – Wednesday:**

8.45 am – 8.45 pm

### **Thursday:**

8.45 am – 6.00 pm

### **Friday:**

8.45 am – 2.00 pm

### **Contact us:**

074-9186660

# Erasmus+ Office



The mission of ATU Donegal is to continuously develop as an academic institution of international repute. In order to achieve this goal, the Erasmus+ Office has signed over 40 bilateral agreements with other Institutions in Europe.

Over 50 Erasmus+ students are enrolled every year at ATU Donegal and over 50 ATU Donegal students take part in Erasmus+ mobility programmes for study and work placements in many European countries.

## Where and when to find us:

The Erasmus+ Office is located on the ground floor across from the library.

It is open Monday to Friday 9.30am to 1.00pm and 2.00pm to 5.00pm.

## Who to contact:

Peter Dobson

Erasmus+ Administrator

(Room 1150)

**Email:** erasmus.donegal@atu.ie

## What services we offer:

- We sign bilateral agreements with other European Higher Education Institutions
- We process application forms, learning agreements, change of mind forms available from our web link: <https://www.lyit.ie/Study-at-LYIT/International-Students/How-to-Apply>

- We organise the induction of incoming Erasmus+ students and provide them with an information pack
- We organise the mobility of ATU Donegal students/staff and of students/staff from partner Institutions web link: <https://www.lyit.ie/Student-Hub/Administration-Services/Erasmus-Study-Abroad>
- We promote an intercultural environment in ATU Donegal with excursions and events organised throughout the year
- We send transcripts of records to Erasmus+ students and to their home Institutions

## How you can help us

You can help us improve our services by filling in the questionnaire which will be e-mailed to you during the year.



# International Office (Non-Eu Section)



**Jill Murphy**

International Education Manager

The mission of ATU Donegal is to continuously develop as an academic Technological University of international repute. In order to achieve this goal, we encourage Non EU students to apply to ATU Donegal.

We currently have students from all corners of the globe.

## Where and when to find us:

The International Office is located on the ground floor in the main building across from the library. We are open Monday to Friday 9.30am to 1.00pm and 2.00pm to 5.00pm.

## Who to contact:

### International Education Manager:

International Education Manager:

**Jill Murphy** (Room 1151)

Email: [International.donegal@atu.ie](mailto:International.donegal@atu.ie)

Online non eu application link: <https://noneuapply.lyit.ie>

**Tel:** 00 353 (0) 74 91 86068

**Mobile:** 00 353 (0) 87 9669196

## What services we offer:

- Assisting Non EU students through the application process (programme choices, accommodation, visa information)
- We organise the induction of incoming Non EU students and provide them with an information pack
- We attend international recruitment fairs throughout the year in various locations
- We promote an intercultural environment in ATU Donegal with excursions and events organised throughout the year
- We are on hand throughout the year to help or have a chat with our Non EU students and look forward to getting to know them.



# Admissions & Fees



The Admissions Office is predominantly involved in dealing with student admission to the various courses on offer in ATU Donegal. This includes providing information on course admission requirements (CAO and Direct Applications), organisation of formal student registration and collection of fees. The Admissions Office is also responsible for keeping student records updated and for compiling statistics and returns from these records which may be sent to agencies such as the Department of Education, HEA, Social Welfare, etc.

## We offer the following service

- Advice on application procedures and deadlines, points, inter college or inter faculty transfers, re-application, repeat exams, etc
- Advice on fees and payment options
- Liaise with applicants, schools and the CAO in relation to CAO (first year) applications
- Assist with applications for Advanced Entry
- Provision of registration information including information about fee payment
- Provision of student ID cards following registration and replacement cards (for a fee)
- Advice on applying for grants
- Advice on de-registration for students who decide to leave college and the likely consequences of such an action.

## How to contact us and where to find us

We are located behind the main reception desk at the entrance to the main building of the Institute.

Our opening hours are Monday to Friday 9.00am to 5.00pm.

You can contact us at (074) 91 86125, 91 86127, 91 86129, 91 86108, or by e-mail at [Admissions.donegal@atu.ie](mailto:Admissions.donegal@atu.ie)

## What you can expect from us

- A friendly, courteous and confidential service

- Relevant and accurate information on courses and fees
- Timely payment of refunds (in the event of refunds being due)
- Assistance in completing application forms
- Provision of confidential Computer Password
- Provision of a Student ID Card



## What we expect from you

- Registration as per instructions issued
- Provision of personal data necessary for the processing of your application, including name, address, PPSN, grant status
- Payment of relevant fees when they fall due
- Where applicable, evidence confirming your eligibility for a grant must be submitted
- Provision of up to date contact details, including change of address
- Provision of bank details, where refunds are due as a result of a late grant approval



- If you decide to withdraw from college, you must complete a formal de-registration process. This is necessary to ensure that your student record is amended appropriately. Formal withdrawal is accomplished by completing the **de-registration survey**, which is available at <https://www.lyit.ie/Student-Hub/Administration-Services/Defer-Deregister>. There are fee implications of withdrawing, particularly in relation to the date of withdrawal.

Further information on the fee implications is available at <https://www.lyit.ie/Student-Hub/Administration-Services/Fee-Payment-Advice/Withdrawing-and-Fee-Implications>

## The limitation of our service

We do not confirm student details to third parties such as potential employers. We can only confirm these details to the graduate themselves.

We cannot process Direct Entry Applications without full details on previous courses and examination results attained. The final decision regarding direct or advanced entry applications rests with the relevant Head of Faculty.

We cannot deal with queries without a relevant student ID card.



# Rannóg na nDeontas



Is é SUSI a íocann deontais díreach chuig sealbhóirí deontais. Níl freagracht ar bith againne maidir le hincháilitheacht ná rátaí atá iníoctha in aon chás ar leith. Is ar an údarás deontais atá an cúram sin.

## Cá bhfuil Oifig na nDeontas?

Tá an oifig taobh thiar den fháiltiú sa príomhfhoirgneamh.

## Conas teagmhail a dhéanamh linn

Téigh chuig an príomhfháiltiú agus iarr ar an Oifigeach Deontas.

Déan teagmháil fóin ar 074 91 86000.

## Uaireanta Oifige

Tá an oifig ar oscailt 9.00am - 5.00pm, Luan go hAoine.

Tá an oifig dúnta le haghaidh lóin 12.30pm – 2.30pm.

## Céard atá ar fáil uainn?

- Cabhair i gcás deacrachtaí maidir le deontais agus conas na deacrachtaí sin a réiteach.
- Cúirtéis agus rúndacht.

## Céard atá ag teastáil againn uaitse?

- Go ndéanfa d'iarratas um dheontas chomh luath agus a fhógraíonn SUSI an dáta oscailte acu agus go mbeadh d'incháilitheacht críochnaithe agat sul a dtosaíonn tú ar an gcoláiste. Tá iarratais ar líne agus sonraí breise faoi iarratais ar fáil ar [www.susi.ie](http://www.susi.ie).

- Go ndéanfa díchlárú foirmiúil sa chás go gcinneann tú ar an gcoláiste a fhágáil. Tá sé seo tábhachtach; féadfaidh an dáta oifigiúil díchláraithe dul i bhfeidhm ar aisíoca chugat más ann dóibh, agus ar incháilitheacht um dheontais níos déanaí, sa chás go gcinneann tú ar fhilleadh ar choláiste amach anseo. Tá foirm dhíchláraithe ar fáil ar líne ag [www.atu.ie](http://www.atu.ie).

## Cóid Cleachtais agus Caighdeán

Tá nósanna imeachta agus caighdeán, leagtha síos ag an gComhairle Acadúil, ar fáil inár lámhleabhar um Dheimhniú Cáilíochta.

## Srianta ar na seirbhísí againn

- Níl baint ar bith ag Oifig Deontas ATU Donegal maidir le méid an deontais um a bhfuil tú incháilithe. Is ar an Údarás Deontas atá an freagracht sin. Ní mór ceisteanna maidir le hincháilitheacht agus rátaí a sheoladh chuig SUSI.
- Déan iarratas go luath sa chás go bhfuil tú dul ar aghaidh chuig an chéad bhlian eile den chlár céanna trí SUSI (Student Universal Support Ireland) ar líne ag [www.susi.ie](http://www.susi.ie), más iarratas nua é. **Molaimid go láidir duit iarratas a dhéanamh chomh luath agus is féidir.**

# Rannóg na nDeontas Grants Department



SUSI grant holders are paid directly by SUSI. We have no part in deciding on eligibility or the rates that will apply in any individual case. This is a matter for the grant authority.

## Where to find the Grants Office

We are located in the office behind reception in the main building.

## How to contact us

Call to the main reception and ask for the Grants Officer.

Contact us by telephone on 074 91 86000.

## When we are available to students

Office hours are 9.00am - 5.00pm, Monday to Friday.

The office is closed from 12.30pm – 2.30pm.

## What can you expect from us?

- Assistance with difficulties in relation to grants and how to go about resolving them.
- Courtesy and confidentiality.

## What we expect from you

- That you make your grant application as soon as SUSI issue their opening date and have your eligibility finalised before you start college. The online application facility and further application details are available on [www.susi.ie](http://www.susi.ie)
- That you formally deregister if you decide to leave college. This is important as a record of the official date of de-registration can have an impact on refunds, if any, due to you and it can have an impact on your eligibility

for grants later on, should you decide to return to college at a later date. A de-registration form is available online at [www.atu.ie](http://www.atu.ie).

## Codes of Practice & Standards

There are procedures and standards which are set out by the Academic Council in our Quality Assurance manual.



## The limitations of our service

- The Grants Office at ATU Donegal has no part in deciding the amount of grant for which you will qualify for. This is entirely up to the Grant Authority. Queries in relation to eligibility and rates must be addressed to them.
- Please apply early if you are progressing to the next year of the same programme through SUSI (Student Universal Support Ireland) online at t [www.susi.ie](http://www.susi.ie), if it is a new application. **We strongly recommend that you apply as early as possible.**



# Examinations



The Examinations Office is responsible for the administration of the semesterised and end of term examinations. The semester exams take place in January and May of each year, with repeat exams in August/September. Students commencing placement in January will take their exams in December.

The exams office proactively provides information to students of their exam schedule and results by email only.

## What services we can offer you directly:

- ✓ The Exams office deals with the scheduling of exam timetables, venues, seating plans for both exams and conferring, and any special arrangements for students who will take their exam in a separate room or need additional assistance e.g. laptop, scribe or a reader.
- ✓ You can expect to hear from us on an annual basis when we notify you of details for your main exams. We contact you in November/December in relation to your semester exams in January and again in March/April relating to your exams in May
- ✓ Details for your exams, or alternative assessment are emailed to your student account.

- ✓ The following information is available on the LYIT web page – Student Hub
  - Exam timetables are available on the ATU Donegal web page
  - Exam seating plans are available on the ATU web page
  - Exam results are available on-line only on the ATU web page
  - Details on Conferring of Awards are on the ATU web page.
  - Transcript of Results and Diploma Supplement are available via the Digitary link on the ATU web page.

## What you can expect from us:

- ✓ We will provide a friendly and efficient service.
- ✓ You will hear from us on a regular basis via the email.
- ✓ Advising you of student exam Consultation Day, reviews and rechecks of exam results.



- ✓ Drawing up of the exam timetables which cannot be altered to suit the needs of individual students or groups.
- ✓ Providing any special arrangements which have been requested, e.g. separate room for examinations, reader, scribe or laptop.
- ✓ Publishing the end of semester and end of year exam results to your student account.
- ✓ Publishing the end of year exam results via Digitary to your student email
- ✓ Processing the outcomes from Rechecks, Reviews and Appeals which must be receipted within 5 working days from the date of results being made available.
- ✓ Issue all graduands with their Diploma Supplement in October.
- ✓ Issue all graduands with the official parchment following conferring of awards.
- ✓ Under the Data Protection Act, all information regarding your performance, attendance etc. is deemed confidential and will not be discussed with a third party without your consent.

### **Where we are located, how to contact us & when we are available:**

- ✓ Monday to Friday 9.00am to 5.00pm. Closed for lunch 1.00pm – 2.00pm. We are located behind the main reception desk and all queries are dealt with at Reception. We are also contactable by e-mail and telephone at/on: **exams.donegal@atu.ie** or 074 91 86124.

## **Digitary – Statement of Exam Results and European Diploma Supplement**

A Statement of Examinations Results is a formal statement of your end of stage examination performance, ratified by Atlantic Technological University. All undergraduate students will receive an electronic Statements of Examination Results at the end of each stage of study through a secure online solution product called Digitary.



The electronic document is a web based digitally certified document, electronically signed by the Vice President of Academic Affairs and Registrar. It can be viewed, printed, downloaded and shared electronically as a digital document with anyone you authorise (e.g. potential employer(s), recruitment agencies, other Higher Education Institutions).

Log in using this link: <https://core.digitary.net/#/user/shibboleth>

The European Diploma Supplement (EDS) is issued electronically to graduands of Higher Education Institutions along with their parchment and transcripts of results. The Diploma Supplement provides additional information regarding the award which is not available on the official certificate (Degree Parchment) such as the skills and competences acquired, the level of the qualification and the results gained, and entry requirements and access

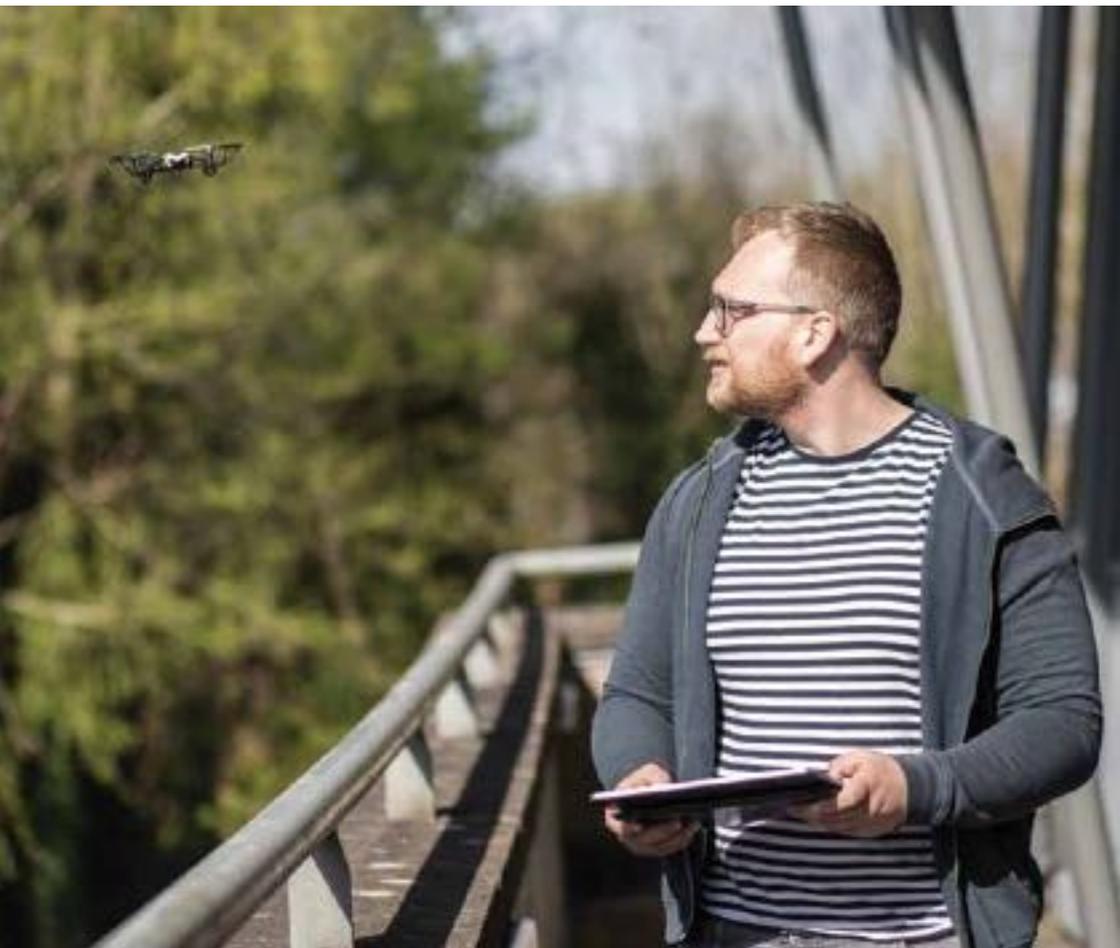
opportunities to the next level of education etc. This makes it more easily understood, especially for employers and institutions outside the issuing country.

The Diploma Supplement is available to you via the Digitary online tool.

It is digitally certified and electronically signed by President of ATU Donegal. It can be shared electronically as a digital document with anyone you authorise (e.g. potential employer(s), recruitment agencies, other Higher Education Institutions).

Log in using this link: <https://core.digitary.net/#/user/login>





## Repeat of Examinations

Learners who have been unsuccessful in their exam(s) or had deferred an exam(s) will re-sit or attempt the exam as a first sitting in the Autumn exam session which is normally scheduled for the end of August. A fee is applicable for this exam and must be paid regardless of being grant holders, deferred students or unsuccessful students.

## Award Classification

A candidate who fails to attain the required pass standard in one or two of the modules in an examination may, nevertheless, pass the overall examination by compensation, within the limits set out below:

- Candidates may only compensate where the total credit value for which compensation is sought does not exceed 10 credits in any one semester. (In practice, therefore, a candidate

may compensate in one 10 credit module or two 5 credit modules. The maximum number of modules passed by compensation between Semester 1 and 2 examinations is four – that is, no more than two 5 credit modules in Semester 1 and no more than two 5 credit modules in Semester 2.)

- The marks obtained in the examination module(s) being considered for compensation must not be lower than 35%, where the pass standard is 40%.
  - Aggregate excess gross marks above the pass standard obtained in examination modules which have been passed must be at least double the weighted deficiency in the examination module(s) being considered for compensation. Where 10 credit
- modules are involved the marks must be weighted to reflect the number of credits.
- Compensation can only apply where all the examination marks appropriate to a particular semester are achieved at the same sitting, eg, a candidate who has been granted exemptions at a previous examination session, and is presenting in the remaining examination modules in a semester, may not pass the semester by compensation.
  - Compensation may be applied only to enable a candidate to pass in the examination as a whole. It may not be applied to grant exemptions or additional exemptions.



- Approved to Progress. This means that you can progress to the next stage carrying up-to 10 ECTs credits from the module(s) you were unsuccessful in.

## Application for Examination Deferral

Prior to any final examination session, a student encountering a problem preventing the learner from taking an examination(s), may apply for a deferral. To do so, the learner must complete a Personal Circumstances Form and submit to the examinations office. The exams officer will forward all applications to the relevant exam boards for consideration.

Medical certificates submitted for examinations which have been taken by a candidate are not considered by the exam board.

## Conferring of Awards

Graduation normally takes place at the end of October/early November each year. We will send you an invitation either electronically or by post for each graduand and two guests.

Each graduand will be required to wear academic dress. This can be hired from our supplier at a cost which is not available at this time of going to print. This facility will also be available online.

If you are unable to attend the Conferring of Awards, your parchment will be sent to you by post in the week following the ceremony.

## Codes of Practice & Standards:

- There are procedures and standards which are set out by the Academic Council in our Quality Assurance Manual. Please see Assessment Regulations, Examination Regulations, Rechecks, Reviews and Appeals Procedures which are available on our web page: [www.atu.ie](http://www.atu.ie)

## What we expect from you:

- Adhere to the procedures and guidelines for the assessment of learners.

## 1. Regulations

- 1.1 Learners must familiarise themselves with the following Institute documents:
  - a) the regulations and procedures set out here,
  - b) the Learner Charter,
  - c) the relevant Learner Information Pack,
  - d) Rechecks, Reviews and Appeals Procedures,
  - e) current Marks and Standards document.
- 1.2 In particular, candidates must be familiar with any relevant
  - a) assessment schedule for the particular programme,
  - b) penalties for work submitted late,
  - c) procedures for seeking a continuous assessment deadline extension,
  - d) assessment criteria used to mark submitted work,
  - e) guidelines for referencing.



1.3 Learners are encouraged to consult the current Marks and Standards document concerning regulations related to continuous assessment marks.

## 2. Learner Responsibilities

2.1 Candidates must:

- ensure that they are correctly registered on programmes
- ensure that they are correctly entered for examinations
- attend examinations, class tests, practical's etc.
- complete all continuous assessment work as required
- immediately notify the Head of School (or his/her nominee) in writing of reasons for absence from class tests, practical's etc. (supplying relevant documentary evidence)
- immediately notify the Head of School (or his/her nominee) in writing of compassionate circumstances that have impeded their examination/ assessment performance
- comply with any course board requirements for (i) receipting work, (ii) seeking deadline extensions, and (iii) referencing
- retain a copy of submitted work where possible
- retain any receipts for submitted work
- check the web for all your exam information, i.e. timetables, exam regulations, seating plan, results

availability and closing dates for reviews and rechecks

- check your e-mails regularly for exam information up-dates
- It is the responsibility of candidates to check the date, time and venue for each of their examinations. Candidates are also advised to check their school notice board for any special notifications relating to examinations.
- Any candidate who fails to attend for any examination, who arrives late, or who leaves early for any reason other than they have completed the examination, is required to send a written explanation to the relevant Head of School or Department immediately.

A medical certificate must be supplied in addition to the explanation if the absence was due to illness.

### 3. Identity Card

- A student sitting an examination must display his/her valid Institute Identity Card prominently on the examination desk.
- The examination supervisor will allow a candidate, without the necessary ID, to begin the examination.
- The examination supervisor will record the absence of the required ID and ensure that the student's identity is clearly established before he/she leaves the examination centre.



## 4. Examination attendance

- Candidates should assemble at least 15 minutes before the examination starts but must not enter the examination hall until so instructed by the supervisor.
- No candidate may enter the examination hall 30 minutes after the examination has started without permission from the examination supervisor.
- Extra time will not normally be allowed to a student who arrives late.
- Candidates must sit at the desk bearing their name and examination number. At each venue, candidates will occupy the place assigned to them for the entire examination cycle unless otherwise directed by the examination supervisor (e.g. in unusual circumstances where groups overlap).
- Communicate in any way with any other candidate.
- Have in his/her possession, use, or attempt to use any book or paper not supplied by the supervisor or specified on his/her examination paper.
- Aid or attempt to aid, another candidate.
- Obtain, or attempt to obtain, aid from another candidate.
- A candidate must raise his/her hand if he/she wishes to attract the attention of the supervisor during the examination.
- No student may leave the examination centre until one hour of examination time has elapsed.
- A candidate may not leave the examination temporarily unless accompanied by an examination supervisor.
- A candidate may not leave the examination hall in the last fifteen minutes of the examination period.

## 5. Examination materials

- Candidates must equip themselves with the materials required, i.e. pens, rulers, approved calculators, etc. as appropriate for each examination.
- Candidates are responsible for ensuring that calculators, etc. are in working order.
- Candidates will not be permitted to borrow materials from other candidates.
- At the end of the examination period, the candidates must cease work on the paper immediately on instruction from the supervisor.
- Before submitting scripts, each candidate must ensure:
  - That the information required on the front of the examination script is completed in respect of each script submitted,

## 6. Examination conduct

- Candidates shall not begin writing until so instructed by the examination supervisor.
- A candidate shall not, for any reason whatsoever:
  - That the candidate's number appears on any additional materials submitted (e.g. graph paper etc.), that the question number to which this material relates is clearly indicated and that such material is inserted into and handed in with the answer book.



- At the end of the examination, each candidate must submit his/her script to the examination supervisor and sign the appropriate attendance sheet, confirming the answer book has been collected.

### **Candidates must not:**

- Write on any of the examination materials supplied (e.g. mathematical tables etc.) other than on the answer script.
- Remove, or attempt to remove, from any answer book, any leaf, or part of a leaf.
- Remove, or attempt to remove, from the examination hall, any answer books, or part of an answer book, whether used or unused.

## **7. Exam Results**

- You are expected to keep safe your exam results as you print them via the web.
- In the event that you require a duplicate of your parchment or exam results, ensure you provide us with accurate details, i.e. student number, course title, years of attendance, re-sit examinations, if any. A fee of €65 applies for a duplicate parchment and may apply for duplicate result letter.

## Instructions for Exam Candidates:

### 1. General Information

It is the responsibility of candidates to check the date, time and venue for each of their examinations. Candidates are also advised to check their school notice board for any special notifications relating to examinations.

### 2. Assemble for Examination

Candidates should assemble at least 15 minutes before the examination starts, but must not enter the examination hall until so instructed by the supervisor.

### 3. Entering the Exam Hall

Books, papers, wireless communication such as computers, mobile phones and personal organisers, or notes in any form must not be brought into the examination hall.

No candidate may enter the examination hall 30 minutes after the examination has started without permission from the supervisor. Extra time will not normally be allowed to a student who arrives late.

### 4. Smoking

Smoking is not permitted in examination halls.

### 5. Materials

Candidates must equip themselves with the materials required, i.e. pens, rulers, approved calculators, etc. as appropriate for each examination. Candidates are responsible for ensuring that calculators,

etc. are in working order. Candidates will not be permitted to borrow materials from other candidates.

### 6. Seating

Candidates must sit at the desk bearing their name and examination number. At each venue, candidates will occupy the place assigned to them for the entire examination cycle, unless otherwise directed by the supervisor (e.g. in unusual circumstances where groups overlap).

### 7. General Conduct

Candidates shall not begin writing until so instructed by the supervisor. At the end of the examination, they must cease writing immediately on instruction from the supervisor.

A candidate shall not, for any reason whatsoever:

- Communicate in any way with any other candidate.
- Have in his/her possession, use, or attempt to use any book or paper not supplied by the supervisor or specified on his/her examination paper.
- Aid, or attempt to aid, another candidate.
- Obtain, or attempt to obtain, aid from another candidate.

### 8. Seeking the Attention of the Supervisor

A candidate must raise his/her hand if he/she wishes to attract the attention of the supervisor during the examination.



## 9. Leaving the Hall

No student may leave the examination centre until one hour of examination time has elapsed. A candidate may not leave the examination hall temporarily unless accompanied by a supervisor. A candidate may not leave the examination hall in the last fifteen minutes of the examination period.

## 10. Handing in Completed Scripts

At the end of the examination each candidate must submit his/her script to the supervisor and sign the attendance sheet.

Before submitting scripts each candidate must ensure:

- That the information required on the front of the examination script is completed in respect of each script submitted.
- That the candidate's number appears on any additional materials submitted (e.g. graph paper etc.), that the question number to which this material relates is clearly indicated, and that such material is inserted into and handed in with the answer book.
- That his/her script is handed in to the supervisor and that he/she has signed the appropriate attendance sheet confirming that the answer book has been collected.

## 11. Surrendering Examination Materials

Candidates must not:

- Write on any of the examination materials supplied (e.g. mathematical tables, etc.) other than the answer scripts.
- Remove, or attempt to remove, from any answer book, any leaf, or part of a leaf.
- Remove, or attempt to remove, from the examination hall, any answer books, or part of an answer book, whether used or unused.

## 12. Failure to Attend an Examination

Any candidate who fails to attend for any examination, who arrives late, or who leaves early for any reason other than that they have completed the examination, is required to complete a Personal Circumstances Form or a Deferral Form which is available on Blackboard or from your school office and return to your School Administrator immediately. A medical certificate must be supplied in addition to the explanation if the absence was due to illness.



# Ollscoil Teicneolaíochta An Atlantaigh Atlantic Technological University



## General Information

Atlantic Technological University was launched in April 2022. The formation of ATU creates university campuses in Donegal, Sligo, Mayo and Galway. ATU Donegal attracts a diverse student body of over 4000 students from Ireland and 31 countries across the globe. Formally, Letterkenny Institute of Technology was established in 1971. The number of students and the range of courses on offer have grown over the years. The college became an autonomous third-level institution in 1993 under legislation enacted by the Oireachtas.

We are proud of our academic tradition and committed to continuous improvement of the quality of the educational service we offer. The range of courses on offer in the college is kept under constant review and new courses are introduced following a very rigorous approval process. In October 2004, we obtained delegated authority from the Higher Education and Training Awards Council (HETAC) to make our own awards. This is acknowledgement that our quality assurance processes are thorough and robust.

## Saol Mac Léinn

Seoladh Ollscoil Teicneolaíochta an Atlantaigh in mí Aibreáin 2022. Cruthaíonn bunú ATU campais ollscoile i nDún na nGall, i Sligeach, i Maigh Eo agus i nGaillimh. Meallann ATU Dhún na nGall líon éagsúil mac léinn de bhreis is 4000 mac léinn as Éirinn agus as 31 tír ar fud na cruinne. Go foirmiúil, gheobhaidh tú amach go bhfuil an saol sa choláiste i bhfad níos difriúla ná an saol sa mheánscoil. In Institiúid Teicneolaíochta Leitir Ceanainn, amharcar ort mar dhuine fásta i ndomhan na ndaoine fásta agus beifear ag súil go ndéanfaidh tú gníomh dá réir. Tá cineálacha éagsúla mac léinn in OTA in Dhún na nGall, idir mhic léinn lánaimseartha, mhic léinn pháirtaimseartha agus mhic léinn um oideachas leanúnach. Tá cuid mhór ag OTA in Dhún na nGall le tairiscint d'fhoghlaimoirí. Tá rochtain ag na mic léinn lánaimseartha ag an Institiúid ar na háiseanna uile agus seirbhísí tacaíochta do mhic léinn. Tá mic léinn pháirtaimseartha nó mic léinn um oideachas leanúnach, atá ag staidéar 30 creidiúint nó níos mó, i dteideal úsáid a bhaint as na háiseanna agus na seirbhísí ag an Institiúid freisin.

Gach bliain, toghtar ionadaithe do na mic léinn. Dá bharr sin, bíonn áit ag na hionadaithe tofa sin ar Bhord Bainistíochta an Choláiste agus ar an Chomhairle Acadúil; is féidir gnóthaí agus buarthaí na mac léinn a aithint. Moltar go láidir do gach mac léinn a bheith rannpháirteach agus gníomhach i gclubanna agus i gcumainn Aontas na Mac Léinn agus iad féin a dhéanamh eolach ar a bhunreacht agus a bhuiséid. Níl cead ach ag mic léinn lánaimseartha atá cláraithe ag an Institiúid vóta a chaitheamh i dtoghcháin na mac léinn.

Le linn duit a bheith i do mhac léinn tríú leibhéal, beifear ag súil go nglacfaidh tú freagracht ar son do chuid oibre féin

agus do clár staidéir. B'fhéidir go mbeadh cabhair de dhíth ort leis seo i dtús báire siocair go mbeidh measarthacht léitheoireachta agus ullmhúcháin ag teastáil don chuid is mó den obair chúrsa a bheidh ort a thabhairt do do léachtóir. Tá scoileanna leabharlainne agus ábaltacht chun cuardach a dhéanamh san áit oiriúnach den leabharlann ina ngné bhunúsach de staidéar agus taighde. Gheobhaidh tú traenáil sa réimse sin le linn an chúrsa in Insealbhú Mac Léinn, atá mar chuid den phróiseas clárúcháin, ach chomh maith leis sin, tá sé tábhachtach a chuimhniú go bhfuil cuidiú ar fáil ó bhaill foirne na leabharlainne nó ó do léachtóir. Le do thoil, déan tú féin eolach ar na gnáthaimh seo am éigin i rith na bliana acadúla.

Laistigh den Institiúid agus amuigh i measc an phobail i gcoitinne, beifear ag dréim go n-íomróidh tú féin i slí a chosnóidh dea-chlú an choláiste agus go dtabharfaidh tú urraim do chearta dhaoine eile. Mura gcloítear leis na caighdeáin seo, d'fhéadfaí smachtbhannaí a fhorchur, fiú a bheith curtha ar fionraí ina measc. Mar chuid den lámhleabhar seo tá an cód iompair, ina bhfuil cearta agus dualgais na mac léinn agus próiseas smachta an choláiste araon leagtha síos.

## Student life

You will find college life is a very different experience from life in secondary school. At ATU Donegal, you will be regarded as an adult in an adult world and expected to act accordingly. There are different types of students at ATU Donegal, from full-time to part-time, and online students. ATU Donegal has a lot to offer learners. Full-time students at the institute have access to all facilities and student support services. Part-time students or online students, studying 30 credits or more, are also eligible to avail of facilities and services at the institute.

Each year, student representatives are elected. These elected representatives

have a place on the Governing Body of the college and on the Academic Council. Through this representation, the affairs and concerns of students can be identified. All students are strongly advised to take an active interest in the Student Union Clubs and Societies and to familiarise themselves with its constitution and budgets. Only full-time registered students at the institute have the right to vote in student elections.

As a third-level student, you are expected to take responsibility for the planning of your own work and study programme. In this area, you may need assistance at first, as most of the course work requested for handing in to your lecturer requires a



certain amount of reading and preparation. Library skills and the ability to search in the appropriate area of the Library are a fundamental aspect of study and research. You will receive training in this area during the course of Student Induction as part of the registration process, but it is also important to remember that help is at hand, by contacting the library staff, or your lecturer. Please familiarise yourself with these procedures at some point during the academic year.

Both within ATU Donegal and in the community at large, you are expected to behave in a way that protects the good name of the college and with due regard to the rights of others. Failure to meet these standards may result in sanctions up to and including suspension. This handbook includes the Code of Conduct, which sets out both the rights and responsibilities of students and the college's disciplinary procedures.





# Compál Killybegs Killybegs Campus





ATU Donegal is home to the tourism and catering programmes provided by the Department of Tourism and Sport. It offers learners a unique opportunity to train and be educated in what is now the most exciting and challenging career choice on offer in the country. Formally, the Tourism College Killybegs established in 1969 and has the reputation as the leading college for educating and training people in or aspiring to a career in the tourism industry. On 1 February 2007, the former Tourism College became a School of Letterkenny Institute of Technology Internationally acclaimed as one of the top Tourism and Catering Colleges in Europe, the learners have been awarded numerous accolades for their participation in winning a wide range of international culinary, hospitality and bar service competitions.

There are approximately 200 full and part-time learners in the Killybegs campus. The campus is divided into a number of buildings. The main building houses classrooms, lecture theatre, training kitchens, training bar, accommodation and facilities lecture theatre, computer laboratories, collaborative learning suite and the library. The Millennium building houses 2 training kitchens and a training restaurant and the Tourism Building houses a lecture theatre, computer laboratory and a training coffee house.

### Existing Facilities

- Purpose-built restaurant facility with full menu and 42" plasma screen TV.
- Fully stocked library.



- 3 computer laboratories.
- Collaborative Learning Suite
- 7 fully equipped, state-of-the-art training kitchens.
- A fully equipped, state-of-the-art training restaurant.
- A fully equipped training bar.
- Classrooms/Seminar Rooms.
- Student Recreation Room with pool table, internet access and vending machine.
- Learner services areas incorporating College Nurse, Learner Support Services Officer and Student Union Office.
- Learner lockers.
- An all-weather, floodlit Astro Turf playing field.
- Car parking facilities.

## Sports Facilities

ATU Donegal Killybegs campus has gym facilities and an all-weather, floodlit Astro Turf playing field which can be used to play soccer, basketball, tennis etc.

## Fire Safety and Evacuation

Assembly Point/ Location	Building
Lower Front Car Park	For all learners and staff in Main Building, Barry's, Millennium and Tourism Buildings at time of alarm sounding.

# Safety in the College





All students should read and understand the following details and, if in doubt, any health, safety or welfare concerns should be clarified with your Head of Faculty / Head of Department. Further detail on Health and Safety matters are contained in the ATU Donegal ancillary Safety Statements for your department and ATU Donegal Procedures. These documents are accessed on the college Health & Safety intranet link: <https://www.lyit.ie/Staff-Hub/Health-Safety-Home>

### First Aid & Defibrillators

First aid and defibrillators are available on each campus. In addition, the Medical Centres are located in the Sports Centre, Letterkenny Campus & in the main building, Killybegs Campus. Always ensure you know where medical centres are located, how to contact first aiders and where the nearest first aid facilities are located.

### Emergency Services dial 999 or 112

#### First Aid Emergency

- **Letterkenny Campus:** call first aiders by dialling **6007** from an internal phone or **074 91 86007** from a mobile.
- **Killybegs Campus:** call first aiders by dialling **6610** from an internal phone or **074 91 86610** from a mobile.

Tell the first aider where the victim is located; give the building, closest room number and floor you are on. The first aider will then proceed to the victims' location.

#### Defibrillators Locations

##### Letterkenny Campus

1. Main Building behind Main Reception desk
2. Main Building, 3rd Floor nursing corridor, opposite the lift beside office 3401

3. Main Building, 3rd Floor, connecting corridor between Science Labs and Lecture Theatres opposite the top of stairwell no. 2
4. CoLab Building, opposite the reception desk
5. An Dánlann – (Sports Centre) beside the reception desk
6. An Dánlann – (Sports Centre) in Medical Centre

### Killybegs Campus

7. Main Building beside Reception desk
8. Barry's Building, inside Main Entrance

First Aid Boxes are located at all receptions, laboratory and kitchen areas of the campuses.

### Incidents Reporting

All accidents or incidents that occur on the ATU Donegal campus, regardless of their severity must be reported immediately to your Head of Department. This so a full investigation can be carried out and a control measure put in place to prevent a reoccurrence of the incident. This also applies to any hazardous situations that you become aware of please notify a member of staff immediately and your Head of Faculty.

### Fire Safety and Evacuation Procedure

All students are advised to familiarise themselves with the Institutes' **Fire & Emergency Safety Management Procedure** and the following safety matters set out below. For a copy of the Fire & Emergency Safety Management Procedure follow this link: <https://intranet.lyit.ie/HasFireSafety.aspx>

### Fire Assembly Points

Students should make their way to the nearest **Fire Assembly Point** in the event of an emergency evacuation or fire drill. This is the designated safe place for students to wait.

Green and white signs marked "Fire Assembly Point" identify the assembly points these are designated as follows:



### Fire Assembly points Letterkenny Campus

Assembly Point	Location
A	Rear Car Park to Ramelton Rd. side of grounds
B	Between Colab and Nursing Block of Main Building
C	Front Car Park to Port Rd. side of grounds
D	Front Car Park to Port Rd. side of grounds
E	Car Park between Main Building and An Dánlann



### Assembly Point Location

Front Lower Car Park

e-cigarettes or electronic cigarettes. The use of **e-cigarettes** is now only permitted in the designated external smoking areas.

## No Smoking Policy

ATU Donegal has a no smoking policy operational throughout the whole of the campuses. Smoking is not permitted in any of the buildings, **outside any entrance** or anywhere on the campus grounds other than in the following designated smoking areas where receptacles for matches and cigarette ends are provided.

- outside at the west side of the main building
- outside the main restaurant
- outside the maintenance store adjacent to the Ramelton Rd. Car Park
- at the smokers bin near the entrance to An Dánlann

Management in ATU Donegal wishes to clarify that prohibition of smoking in ATU Donegal includes the prohibition of

## Covid-19

Please adhere to all national guidance and public health advice in relation to COVID-19. Students must adhere to all COVID-19 measures that have been put in place at ATU Donegal. Students must also adhere to and follow all COVID-19 control measures outlined by ATU Donegal staff e.g., technical staff, lecturers, head of faculties and head of department. If in doubt, contact your head of department for clarification on COVID-19 requirements within your department or faculty. For more information: <https://www.lyit.ie/Student-Hub/Covid-19-Student-Support-Information>



## Remember

**The best way to prevent person-to-person spread of COVID-19 is to use proper hand hygiene and respiratory etiquette.**

### Support-Information

Further Information on COVID-19 requirements on campus available from:

- Your Head of Department and/or Head of School
- ATU Donegal Health Service: Tel: 074 91 86850 /Mobile: 087 205 2600
- HSE: <https://www2.hse.ie/coronavirus/>

## Data Protection Notice to students

As a student of ATU Donegal, some of your personal data will be processed by ATU Donegal. ATU Donegal processes your personal data in order to carry out its functions. Personal data held by ATU Donegal is treated with the highest standards of security and confidentiality in accordance with data protection legislation and ATU's Data Protection Policy. ATU Donegal is a Data Controller for personal data we process about you. The purpose of this privacy statement is to explain how your personal data is used and shared by ATU Donegal. For more information:

<https://www.atu.ie/data-protection>.

ATU Donegal is committed, through a partnership with our learners to ensuring good working relations on campus and an efficient and effective academic environment.

## Plagiarism:

### Definition of Plagiarism

The Quality Handbook defines plagiarism: The act of presenting as your own, the words or ideas of someone else, whether published or not, without proper acknowledgement, within one's own work is called plagiarism.

There are three main types of plagiarism, which could occur within all modes of assessment (including examination):

- a. Direct copying of text, images, and other materials (electronic or otherwise) from a book, article, fellow student's essay, handout, web page or other source without proper acknowledgement

- b. Claiming individual ideas derived from a book, article etc. as one's own and incorporating them into one's work without acknowledging the source of these ideas
- c. Overly depending on the work of one or more other sources without proper acknowledgement of the source, by constructing an essay, project etc., extracting large sections of text from another source and merely linking these together with a few of one's own sentences.

All students at ATU DONEGAL will have plagiarism explained to them, what it is and how to ensure that their academic work does not contain it. Individual assignments may have specific requirements. An addendum to this policy with additional discipline specific guidelines on plagiarism may be provided by individual Faculties / Departments.

<https://www.lyit.ie/About/Policies-Publications-Standards/Quality-Assurance>

## **Maoin Intleachtúil ag Ollscoil Teicneolaíochta an Atlantaigh**

De ghnáth, is de chuid OTA Dhún na nGall iad Cearta Maoine Intleachtúla (MI) a bhaineann le haon ábhar nó saothair a chruthaíonn Baill Foirne nó Mic Léinn le linn dóibh a bheith faoi fhostú nó faoi oideachas ag OTA Dhún na nGall. Aithníonn agus spreagann OTA Dhún na nGall an prionsabal gur chun an leasa poiblí is mó ba cheart MI a thugtar chun cinn ag OTA Dhún na nGall a úsáid. Tá an Oifig Forbartha ag OTA Dhún na nGall ar fáil chun cuidiú le baill foirne agus mic léinn acmhainneacht tráchtála a gcuid aireagán a thabhairt chun críche.

## **Intellectual Property at ATU Donegal**

As a general rule, the Intellectual Property (IP) rights, in or to any material or works created by Staff or Students in the course of their employment or education by ATU Donegal, is the property of ATU Donegal. ATU Donegal recognises and encourages the principle that IP developed at ATU Donegal should be used for the greatest public benefit and the Development Office at ATU Donegal is available to assist staff and students realise the commercial potential of their inventions.

## **Additional Policies**

Student related policy and procedural documents are contained in the Student Toolkit.

These include policies such as:

Respect & Dignity at Work:

Children in the Workplace:

Protection of Children and Vulnerable Adults:

# ~~The Learner Charter~~

is now  
ATU Student Code





## An extract from Quality Assurance Handbook

### 6.1 - Learner Responsibilities and Code of Conduct

#### 6.1.1 - Introduction

ATU is committed, through a partnership with our learners to ensuring good working relations on campus and an efficient and effective academic environment. ATU is committed to:

1. Making awards that provide opportunities for personal and social development.
2. Ensuring our awards are relevant to current and future economic and social needs in our region and nationally.

3. Promoting our awards nationally and internationally, with employers and other stakeholders.

4. Promoting and supporting progression through the National Framework of Qualifications.

5. Promoting equality of opportunity and the recognition of the diversity of our learner groups.

6. Monitoring and evaluating the effectiveness of programmes, courses and services, including learner feedback.

[https://www.atu.ie/sites/default/files/2022-08/Student%20Code\\_Final\\_August\\_2022.pdf](https://www.atu.ie/sites/default/files/2022-08/Student%20Code_Final_August_2022.pdf)

**6.1.2 - Expectations of ATU**

ATU has the right to expect that learners will:

1. Provide complete and accurate information about themselves, their qualifications and previous experience.
2. Inform ATU of any relevant change in their circumstances.
3. Inform ATU if they decide to withdraw from their studies.
4. Treat all staff, fellow students and stakeholders with courtesy and respect (both in physical and virtual environments).
5. Inform ATU of any concerns regarding equality, discrimination, harassment or safety.
6. Behave in a manner that will not bring the institute into disrepute.
7. Make themselves aware of all programme requirements including attendance requirements.
8. Submit all coursework adhering to guidelines and within the stipulated timeframe
9. Make themselves familiar with the information provided during induction and via the VLE, noticeboards and by email.
10. Adhere to ATU's Assessment Regulations.

3. Up-to-date and accurate information relating to programmes, applications, entry requirements; entry procedures; fees and grants; facilities and services.
4. To have applications considered in a fair, efficient and timely manner.
5. That ATU will select learners who are judged (based on aptitude, knowledge and previous performance) to be able to undertake their programme of study.

SEE NEW  
ATU STUDENT CODE:

[https://www.atu.ie/sites/default/files/2022-08/Student%20Code\\_Final\\_August\\_2022.pdf](https://www.atu.ie/sites/default/files/2022-08/Student%20Code_Final_August_2022.pdf)

6. That they will have any special requirements considered by ATU.
7. The right to expect quality educational and support facilities.
8. The provision of a Student Handbook and an appropriate period of induction.
9. Whose identities or teaching Learning and Assessment strategies which are explained during induction.
10. Regular feedback on their academic progress.
11. The right to be treated with courtesy and respect and to be treated equally irrespective of: gender, marital status, age, disability, race, religion, sexual orientation, ethnicity and membership of the travelling community.
12. The right to fair and just procedures, including appropriate appeals procedures, in all matters involving breaches of the Code of Conduct.
13. The right to information regarding student services which include: professional counselling, learning supports, health services and clubs and societies.
14. The right to be able to represent personal views in a reasonable manner.

**6.1.3 - Learners at ATU have the right to expect:**

1. A statutory right to two representatives on Governing Body.
2. A statutory right to two representative on Academic Council.



### 6.1.4 - Code of Conduct for Learners

ATU recognises the respect due to learners as responsible individuals. Accordingly, it expects that each learner will behave on campus, or on activities off-campus under the aegis of the Institute, in a mature, reasonable and honest manner which protects the good name ATU; meets the requirements of his/her programme of study; has due regard to the rights of others; and does not adversely affect the conduct of Institute business. While self-discipline will be expected and encouraged, failure to meet the standards expected may result in sanctions up-to and including suspension and exclusion.

The following Code of Conduct with specific provisions shall apply:

1. Learners must pay the appropriate ATU fees and charges prescribed for each year in advance of registration.

2. Only learners who are validly registered (and carrying their student id) may be admitted to classes.
3. Learners shall at all times obey the lawful instruction of ATU staff.
4. Student cards must be produced when requested by any member of ATU staff on campus.
5. Persons unable to show evidence of registration may be required to leave ATU grounds.
6. Learners shall refrain from conduct that is likely to cause the rights of others.
7. Learners shall respect ATU property at all times. Learners may be held liable for the cost of repair or replacement of ATU property damaged by them.
8. Learners shall respect the property and persons of all members of the campus community.

SEE NEW  
ATU STUDENT CODE  
[https://www.atu.ie/sites/default/files/2022-08/Student%20Code\\_Final\\_August\\_2022.pdf](https://www.atu.ie/sites/default/files/2022-08/Student%20Code_Final_August_2022.pdf)

- 9. Unauthorised use or entry to ATU or its facilities is prohibited.
- 10. Learners must comply with the academic discipline including the requirements of attendance, assessments and examinations as laid down by the school or department.
- 11. Learners are personally responsible for what and how they communicate on

SEE NEW  
ATU STUDENT CODE

12. Learners must comply with the [https://www.atu.ie/sites/default/files/2022-08/Students%20Code\\_Final\\_August2022.pdf](https://www.atu.ie/sites/default/files/2022-08/Students%20Code_Final_August2022.pdf)

- 13. Smoking, the consumption of alcohol and illicit substances is prohibited by ATU.
- 14. The display of posters is subject to the approval of the Estates Office or Students Union Office.
- 15. Vehicles and bicycles may be parked only in authorised places and are parked at owner's risk.
- 16. ATU does not accept responsibility for any loss of personal property. Learners should report any such loss to the ATU

No learner will be disadvantaged through availing of the complaint procedure. However, ATU expects that in raising possible issues of complaint, students themselves will have observed their obligations and responsibilities as outlined in 6.1. ATU expects that learners will not engage in frivolous or vexatious complaints.

At ATU most problems will be dealt with locally, in a spirit of conciliation. Thus the formal complaints procedure should be seen as a last resort in the search for a solution. Any party involved in a complaint has the right to be accompanied and represented by a person of his/her choice at every relevant stage of the procedure. Learners may choose a representative from the Students' Union, but they must make their own arrangements in this matter. The procedure is intended to produce a speedy and efficient resolution. The aim is to prevent unnecessary delay, whilst ensuring a full and fair assessment of the particular circumstances of any individual complaint.

Complaints provide an important source of feedback on the performance of the ATU's services and members. As such ATU will monitor the registration of complaints and the progress towards resolution. The VP for Academic Affairs and Registrar will include a section on complaints in his/her annual report to the Academic Council to ensure complaint trends are monitored and that relevant quality issues are identified and addressed. Information that would identify any of the parties involved will not be included in this report. All complaints should normally be made within 20 working days of the alleged incident, matter or concern. Anonymous complaints will not be accepted.

## 6.2 - Procedures for Learners' to make a complaint

### 6.2.1 - Introduction

These procedures apply to all learners at ATU undertaking a programme of study operated by ATU. This procedure does not cover academic appeals for which there is a separate procedure (outlined in Chapter 5, section 5.8).

### 6.2.2 - Stage 1

1. Learners who feel that they have been treated unfairly or inequitably have the right to express their complaint.
2. The learner should first try to address the issue with the subject of their complaint or with the immediate manager/supervisor of the service
3. Stage 1 will generally be an oral process and a written record will not be made. However staff members involved will be encouraged to share their experience of the process to the benefit of their Department.
4. If the learner's complaint is not resolved locally then Stage 2 of the procedure, outlined below, should be followed.

### 6.2.3 - Stage 2

1. ATU appreciates that there may be occasions where Stage 1 is inappropriate and/or that a more formal approach is necessary.
2. The relevant Head of Department will explain to the learner the operation of the remaining stages of the Procedure for Learners making a complaint.
3. At this point the learner should complete a complaint form (provided by the Faculty). The completed complaint form should be forwarded to the Head of Faculty. The complaint should be specific and comprehensively documented. The complaint form must detail the learner's name and contact details, any relevant documentation, and dates, locations and witnesses as appropriate. Details of previous efforts to resolve the matter should also be provided.

4. Where the Head of Faculty is the subject of the complaint, the complaint form should be forwarded to the VP for Academic Affairs and Registrar. The VP for Academic Affairs and Registrar will identify an appropriate manager within the Institute to deal with the complaint consistent with this procedure.
5. The Head of Faculty/Central Service Manager will acknowledge receipt of the complaint within five working days. It is the Institute's aim that all complaints under Stage 2 will be resolved within 20 working days.
6. At this point the Head of Faculty/ VP for Academic Affairs and Registrar will advise the person who is the subject of the complaint and provide that person with a copy of the complaint.
7. The Head of Faculty/Manager will arrange to meet with the learner to discuss the complaint. The learner may, if so desired, be accompanied by a Students' Union representative or another student. The Head of Faculty/ Manager will take a written record of the meeting.
8. To establish the facts of the complaint the Head of Faculty/Manager will hold a separate meeting with the person who is the subject of the complaint (who may be accompanied by a colleague or union officer), and may also interview any material witnesses. The Head of Faculty/Manager will make a written record of the meeting(s).
9. The Head of Faculty/Manager will notify both parties in writing of the result of the complaint and the reasons for the decision. Where the result of the complaint includes consequent action or recommendations, the Head

of Faculty/Manager shall notify the appropriate person(s) or committee, internal or external to the school, without undue delay.

10. The Head of Faculty/Manager will provide an annual report on Stage 2 complaints to the VP for Academic Affairs and Registrar who will bring them to the attention of Academic Council.

### 6.2.4 - Stage 3

1. If the complaint remains unresolved under Stage 2, either party may write to the VP for Academic Affairs and Registrar, outlining how the complaint resolution process has progressed in their view.
2. The Head of Faculty/Manager will be asked to submit the original complaint to the VP for Academic Affairs and Registrar, the evidence considered under Stage 2 and the Head of Faculty's/Manager's report on the complaint and the reasons for the decision.
3. The VP for Academic Affairs and Registrar will forward the complaint and the accompanying information to two members of the Executive Board (nominated by the President) for their consideration. The President's nominees will examine the material and may seek further information from the learner to clarify matters concerning the complaint. They may decide, in their opinion the evidence justifies it, to uphold (or not to do so) a complaint without proceeding further with the complaint process.
4. The President's nominees will otherwise interview separately, the learner and the subject of their complaint and any

appropriate witnesses. The learner may be accompanied by a fellow learner or a Students' Union representative. The staff member who is the subject of the complaint may also be accompanied by a colleague or union officer.

5. The President's nominees will agree a written record of these meetings.
6. ATU aims to complete this stage of the complaint's procedure within 10 working days. The parties to the complaint will be informed if delays are expected.
7. The VP for Academic Affairs and Registrar will notify both parties in writing of the decision reached concerning this stage of the procedure and the reasons for it, together with any recommended consequent action.
8. The VP for Academic Affairs and Registrar shall notify the appropriate person(s) or committee without undue delay concerning changes recommended or required as a consequence of the complaint.

### 6.2.5 - Stage 4 (Appeal)

1. Either party may appeal the outcome of Stage 3 within 10 working days of receipt/knowledge of the decision. The relevant party must confirm the wish to appeal in writing to the President.
2. The President will seek appropriate advice on the composition of a complaints committee and the protocol to be adopted before establishing the complaints committee to examine the appeal.
3. Typically the complaints committee will have four members, chaired by the President (or his/her nominee)

and include an experienced manager from another IoT a member of ATU's Executive Board and the President of the Students' Union (or his/her nominee). No member of the committee will have been previously associated with the complaint.

4. The committee will receive the documentation so far generated by the complaint and will consider that documentation.
5. The hearing will enable the committee to consider the way in which the complaint has been handled at any previous stage of the procedure and/or to reconsider the appropriateness of the result of the previous stage of the procedure. However, the hearing will not be conducted as an alternative to any part of the disciplinary procedures which apply to members of staff.
6. The decision of the committee will be final as far as ATU's process is concerned.
7. The President will inform both parties, in writing, of the decision of the committee and the reasons for the decision.
8. If the committee decides that certain actions have to be taken as a consequence of the complaint or appeal, the President will nominate an individual to monitor such actions.

### **6.2.6 - Ombudsman and the Ombudsman for Children**

Normally, it is expected that engagement with the Office of the Ombudsman and/or the Ombudsman for Children Office will only occur after the internal processes have been exhausted. The Office of the Ombudsman and the Ombudsman

for Children Office would expect any complainant to have first taken reasonable steps to seek redress through the standard college complaint procedures before contacting his office. The Ombudsman will only deal with complaints once all existing internal complaints procedures have been exhausted. The Ombudsman provides an impartial, independent and free dispute resolution service. The Ombudsman can examine complaints from learners about:

- Decisions a learner considers to be unfair.
- A failure to give the learner clear reasons for decisions.
- A failure to communicate with the learner on time.
- Providing the learner with incorrect, inaccurate or misleading information.
- A failure to deal properly with a learner complaint.

The Ombudsman for Children Office (OCO) functions to protect the rights of individuals or groups by independently and impartially investigating complaints made about public bodies. Specifically, the OCO will investigate complaints made by or on behalf of children in relation to the administrative actions of public bodies like ATU.

## **6.3 - Learners' disciplinary procedures**

### **6.3.1 - Disciplinary Procedures**

These procedures apply where there is an alleged breach of ATU's Code of Conduct for Learners (6.1.4). ATU assumes that learners will comply with the requirements of the Code of Conduct on a voluntary basis through the exercise of mature self-discipline. Should it become necessary

to invoke disciplinary procedures, and it is hoped that this will rarely occur, the following procedures will apply:

1. Allegations of breaches of the Charter may be made by any member of staff. While the accountability of learners is in the main to the Head of School/Department, learners are also accountable and amenable to other Central Services Staff and to individuals employed by LYIT on a contract for services basis.
2. Where it becomes appropriate that disciplinary proceedings be invoked arising from a complaint by one learner against another learner, the formal procedure will be initiated by the relevant Head of School/Department.
3. Where circumstances warrant it, the Institute authorities may suspend a learner pending the completion of inquiries and without prejudice to the outcome of disciplinary procedures.
4. Nothing in these procedures shall prevent the Institute from referring matters to the Garda Síochána where it considers this to be appropriate.
5. Where a disciplinary action results in the imposition of a sanction against a learner, that fact will be noted on the learner's record and may be taken into account by the Institute authorities in responding to requests for character references if such is deemed relevant and appropriate.

Allegations of breaches of the Charter will be dealt with through a staged process.

- > Stage 1 – Informal
- > Stage 2 – Formal
- > Stage 3 – Appeal

ATU staff shall initiate formal disciplinary procedures in the event of serious breaches of the Code of Conduct.

### 6.3.2 - Stage 1 (Informal)

1. The complainant who have observed a learner breach the Code of Conduct or are who was affected by a breach of the code is entitled to raise the matter with the learner concerned with a view to reaching a resolution.
2. The complainant may bring the matter to the attention of the Head of Department and request their assistance in resolving the issues.
3. Stage 1 will generally be an oral process and a written record will not be made. However, staff members involved will be encouraged to share their experience of the process to the benefit of their Faculty/Department.
4. The staff member must have good reason to believe that the correct learner has been identified.
5. Allegations of serious breaches of the Code of Conduct and for allegations of a less serious breach, where informal efforts have failed to resolve the issue satisfactorily, should proceed to Stage II.

### 6.3.3 - Stage 2 (Formal)

1. ATU appreciates that there may be occasions where Stage I is inappropriate and/or that a more formal approach is necessary.
2. At this point the staff member concerned should outline in writing the alleged breach of the Code of Conduct and forward the details to the learner's Head of Faculty The information should be specific and comprehensively documented. The staff member must



detail the learner's name, class etc., dates, locations and witnesses as appropriate. Any previous efforts to resolve the matter should also be described.

3. The Head of Faculty will acknowledge receipt of the documentation within five working days. It is ATU's aim that all alleged breaches of the Code of Conduct, under Stage II, will be resolved within 21 days.
4. The Head of Faculty will arrange to meet with the staff member to discuss the allegations. The Head of Faculty will make a written record of the meeting.
5. To establish the facts of the complaint the Head of Faculty will hold a separate meeting with the learner concerned (who may be accompanied by a fellow learner or Student Union representative), and may also interview any material witnesses. The Head of Faculty will make a written record of the meeting(s).
6. The Head of Faculty will notify both parties in writing of the result of the complaint and the reasons for the decision. Where the result of the complaint includes consequent action or recommendations, the Head of Faculty shall notify the appropriate person(s) or committee, internal or external to the Faculty, without undue delay.

The Head of Faculty can, as appropriate, impose the following sanctions:

1. The imposition of a period of probation of not more than 20 working days during which the learner will be obliged to fulfil all academic requirements of his/her programme
2. Withdrawal or restriction of certain rights for a period not exceeding 20 working days
3. Suspension from the Institute for a period of not more than 20 working days

4. A requirement to pay compensation for damage caused
5. Recommend to the President the permanent exclusion of the learner(s) from the Institute.

Compliance with the sanctions will be monitored. Failure to comply will be referred back to the Head of Faculty.

### 6.3.4 - Stage 3 (Appeal)

1. The Learner may appeal the outcome of Stage 2 within 10 working days of receipt/knowledge of the decision. The learner should confirm his/her wish to appeal the outcome of Stage 2 in writing to the VP for Academic Affairs and Registrar.
2. The President will seek appropriate advice on the composition of a learner disciplinary appeal committee and the protocol to be adopted before establishing the learner disciplinary appeal committee to examine the learner's appeal.
3. Typically the learner disciplinary appeal committee will have four members, chaired by the President (or his/her nominee) and include an experienced manager from another college, a member of the ATU Donegal Executive Board and the President of the Student Union (or his/her nominee). No member of the committee will have been previously associated with the complaint.
4. The committee will receive the documentation so far generated by the disciplinary proceedings and will consider that documentation and hear other evidence at a hearing.

5. The hearing will enable the committee to consider the way in which the disciplinary proceedings has been handled at any previous stage and/or to reconsider the appropriateness of the result of the previous stage of the process.

6. The decision of the learner disciplinary appeal committee will be final as far as the

ATU's learner disciplinary procedures are concerned.

7. The President will inform both parties, in writing, of the decision of the committee and the reasons for the decision.
8. If the committee decides that certain actions have to be taken as a consequence of the disciplinary process or appeal, the President will nominate an individual to monitor such actions.

### 6.3.5 - Ombudsman and the Ombudsman for Children

Normally, it is expected that engagement with the Office of the Ombudsman and/or the Ombudsman for Children Office will only occur after the internal processes have been exhausted. The Office of the Ombudsman and the Ombudsman for Children Office would expect any complainant to have first taken reasonable steps to seek redress through the standard college complaint procedures before contacting his office. The Ombudsman will only deal with complaints once all existing internal complaints procedures have been exhausted. The Ombudsman provides an impartial, independent and free dispute resolution service. The Ombudsman can examine complaints from learners about:

- Decisions a learner considers to be unfair.
- A failure to give the learner clear reasons for decisions.
- A failure to communicate with the learner on time.
- Providing the learner with incorrect, inaccurate or misleading information.
- A failure to deal properly with a learner complaint.

The Ombudsman for Children Office (OCO) functions to protect the rights of individuals or groups by independently and impartially investigating complaints made about public bodies. Specifically, the OCO will investigate complaints made by or on behalf of children in relation to the administrative actions of public bodies like ATU Donegal.

## 6.4 - Fitness to Study

ATU Donegal aims to ensure that all our students benefit fully from higher education in terms of both learning and personal development. We recognise that students may encounter difficulties which may impact their academic studies and participation in student life. Our Fitness to Study procedures are guided by the Equal Status Act. This policy supports both students who face such challenges and the health and well-being of the wider student and staff body. This policy applies to all ATU Donegal registered students. The policy is intended to cover circumstances not covered by other ATU Donegal policies. If there are concerns that a student may not be fit to engage in study or to participate in the life of ATU Donegal more widely, action will be taken to identify both the issues

involved and the appropriate support available to the student. All data generated as part of a Fitness to Study review will be stored as per GDPR.

### 6.4.1 - Circumstances giving rise to a review of student fitness to study

A student's fitness to study may be reviewed if:

- A student experiences physical or mental wellbeing difficulties which have a negative impact on their studies or the experience of others around them.
- A student displays a lack of engagement with academic work.
- A student displays behaviour giving rise to concerns of underlying problems.
- A student is a disruption to the teaching and learning activities of other students.
- A student displays persistent behaviour which is unacceptable.
- A student advises an ATU Donegal member of staff of difficulties they are experiencing.
- Concerns emerge through an external third party (for example placement mentor). ATU Donegal supports early intervention in support of students who may be experiencing such challenges with the three stages outlined below designed to respond appropriately where there is cause for concern.

### 6.4.2 - Stage 1 – Emerging Concerns

Where there are concerns about a student's physical or mental health, wellbeing, or safety, the matter should be brought to the attention of the Head of Department who can make an initial approach in order to discuss the situation. This should be done in a supportive and

understanding manner, clearly identifying the nature of the concerns to the student, and encouraging them to discuss the issues. In some cases the student may be unaware of the impact of their actions on others. The student should be advised of any appropriate sources of support and be encouraged to access them. In some cases the student may acknowledge underlying difficulties and seek to suspend their studies until matters are resolved. In making the decision to suspend studies students should be directed to appropriate sources of advice in order that the student may make an informed decision. Suspension of studies must be agreed by the relevant Faculty following consultation with the Head of Department. The Head of Faculty/ Department should notify Registry that the student has suspended their studies due to fitness to study concerns. The Faculty should also notify the Registry Office of any requirements for the return to study, such

as medical evidence or the requirement to engage with ATU Donegal support.

If the student is unable to respond positively to the concerns raised, the Head of Department will prepare a report for the Head of Faculty and invoke Stage 2.

#### **6.4.3 - Stage 2 – Continuing Concerns (Referral to a Review Panel)**

Where the nature of the issues appear to require a more formal supportive intervention and concerns about a student's behaviour continue, the matter will be referred by the Head of Department to the Fitness to Study Review Panel (the Panel). Stage 2 may also be invoked directly by the Head of Department when there is a sudden significant concern about a student's health, wellbeing, behaviour, safety and/or ability to study. Stage 2 focuses on working with the student to address the concerns and to ensure that they can either continue their studies



immediately, or take positive steps to work towards re engagement with their studies. The student is entitled to select a Students Union representative or a fellow student, to accompany, assist or represent them at the meeting. It should be noted that legal representation is not appropriate and therefore not permitted at this stage of proceedings.

The VP for Academic Affairs and Registrar will assist the Head of Faculty in convening the Fitness to Study Panel (FTSP). The membership of the FTSP which will include:

- Student Union Representative.
- Member of the Student Support Services (not previously involved in the case).
- An Academic Staff representative from the student's Programme Board.
- The Head of Faculty (Chairperson).

- A Head of Department (from another Department).
- A student with a Disability also has the right to be accompanied by a support worker as appropriate to their needs.

The Panel meeting will:

- Will review the report from the Head of Department.
- May meet with the student to allow them to explain the situation from their perspective.
- Ensure that the student is fully aware of the concerns and any impact their behaviour is having on others
- Agree an action plan with the student to find a constructive way forward.
- Ensure that the student understands the possible outcomes if difficulties remain or the action plan is not followed.



The student will be notified of the date and time of the meeting at least a week in advance of the meeting, although with their agreement a meeting may be held in a shorter timeframe. Any associated documentation will be circulated to the Panel and the student in advance of the meeting. In some cases, a medical or other professional assessment may be sought in advance of a Panel meeting and it may be necessary to delay the meeting until this information is available. If the student does not attend then the FTSP can meet in their absence.

After meeting with the student, the panel will meet privately to agree an outcome and, if appropriate, agree an Action Plan. The outcome, together with any Action Plan will be sent to the student in writing within 5 working days of the meeting. The student will be advised of their current position and any options, including whether the case is being referred to Stage 3. Action Plans will set out:

1. The responsibilities of both the student and ATU Donegal.
2. Dates for completion or a review of progress.
3. Any arrangements for suspension of studies (including relevant dates, any conditions for return to study for example, required medical evidence of fitness to study or the requirement to engage with ATU Donegal support).
4. Identify any anticipated consequences should there be insufficient progress.

#### 6.4.4 - The Right of Appeal

Students have the right to appeal the outcome of Stage 2 to the Ombudsman. Normally, it is expected that engagement with the Office of the Ombudsman and/

or the Ombudsman for Children Office will only occur after the internal processes have been exhausted. The Office of the Ombudsman and the Ombudsman for Children Office would expect any complainant to have first taken reasonable steps to seek redress through the standard college complaint procedures before contacting his office. The Ombudsman will only deal with complaints once all existing internal complaints procedures have been exhausted. The Ombudsman provides an impartial, independent and free dispute resolution service. The Ombudsman can examine complaints from learners about:

- Decisions a learner considers to be unfair.
- A failure to give the learner clear reasons for decisions.
- A failure to communicate with the learner on time.
- Providing the learner with incorrect, inaccurate or misleading information.
- A failure to deal properly with a learner complaint.

The Ombudsman for Children Office (OCO) functions to protect the rights of individuals or groups by independently and impartially investigating complaints made about public bodies. Specifically, the OCO will investigate complaints made by or on behalf of children in relation to the administrative actions of public bodies like ATU Donegal.

**There is an ATU Code of Conduct Policy in development and on approval from Governing Body will be located in the Student Toolkit.**

**Please refer to:**

**[https://www.atu.ie/sites/default/files/2022-08/Student%20Code\\_Final\\_August\\_2022.pdf](https://www.atu.ie/sites/default/files/2022-08/Student%20Code_Final_August_2022.pdf)**



# Eolas Ginéarálta General Information



## Córas Iompair Transport

### Getting around

ATU Donegal's vibrant campuses attract students not only from the North West and other parts of Ireland but also from various international destinations, including through the Erasmus exchange programme.

ATU Donegal has two campuses based in Letterkenny, the commercial hub of the county, and in Killybegs, a picturesque fishing town and Ireland's premier sea port. Wherever you are traveling from, ATU Donegal is easy to reach.

For more information:

<https://www.lyit.ie/About/Campus-Facilities/Letterkenny-Campus>

<https://www.lyit.ie/About/Campus-Facilities/Maps-Transport/Killybegs-Campus>



## Accommodation Service

### ATU Donegal Student Union Accommodation List

The SU Accommodation List provides a comprehensive list of third-party accommodation (ATU Donegal does not have on-campus accommodation) available in the area; this list is made available to all registered students as soon as CAO offers to students become available. The list is also circulated to returning students. All accommodation providers on the accommodation list must be registered with the Private Residential Tenancies Board (PRTB).

The approved list is available to view on the SU website - [www.lyitsu.ie](http://www.lyitsu.ie).

<https://www.lyitsu.ie/accommodation/>





# Map of Letterkenny



# Map of Killybegs



## ATU Academic Calendar

Please access your Academic Calendar and keep up to date with all that's happening in college life throughout the year: <https://www.lyit.ie/About/Academic-Calendar-Opening-Times>.









Bóthar an Chalaídh, Leitir Ceanainn Contae  
Dhún na nGall, F92 FC93, Éire

Port Road, Letterkenny, County Donegal,  
F92 FC93, Ireland

T +353 74 918 6000

F +353 74 918 6005

[www.atu.ie](http://www.atu.ie)



Ireland's European Structural and  
Investment Funds Programmes  
2014-2020

Cofunded by the Irish Government  
and the European Union



EUROPEAN REGIONAL  
DEVELOPMENT FUND