



**FREEDOM OF INFORMATION ACTS, 1997 & 2003**

**SECTION 15 REFERENCE MANUAL**

**A GUIDE TO THE STRUCTURE, FUNCTIONS,  
SERVICES AND RECORDS OF THE INSTITUTE**

This document is constantly under review and will be updated as necessary.

# FREEDOM OF INFORMATION ACTS, 1997 & 2003

## SECTION 15 REFERENCE MANUAL

### TO ASSIST MEMBERS OF THE PUBLIC IN AVAILING OF THE SERVICES OF INSTITUTE OF TECHNOLOGY TALLAGHT

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## CHAPTER 1. INTRODUCTION TO THIS GUIDE

This guide is prepared in accordance with the publication requirements set out in Section 15 of the Freedom of Information Acts, 1997 & 2003.

It is intended as a practical guide to the services of Institute of Technology Tallaght, to assist you in ascertaining the information which we hold and how you can access it. It is not a definitive description of all our services and should you require further details on any item please contact the relevant School/Function.

## CHAPTER 2. THE ROLE OF INSTITUTE OF TECHNOLOGY TALLAGHT

### INSTITUTIONAL STRUCTURES

From its establishment in September 1991 until the end of December 1992, the Institute operated under the aegis of a Board of Management which was a sub-committee of County Dublin Vocational Education Committee.

Since 1 January 1993, IT Tallaght has been governed in accordance with the Regional Technical Colleges Act, 1992 as amended by the Regional Technical Colleges (Amendment) Act, 1994 and the Vocational Education (Amendment) Act, 2001. On 28 January 1998 the Minister for Education and Science signed a statutory Order to change the title of the Regional Technical Institute, Tallaght to Institute of Technology Tallaght.

The Act as amended established the Institute as a body corporate with perpetual succession and power to sue and be sued in its corporate name and to acquire, hold and dispose of land. Other provisions:

- established a Governing Body and a new professional management under a Director.
- gave the Institute responsibility for its academic programmes and provided for an Academic Council to assist in the discharge of these responsibilities.
- enabled the Institute to engage in research, development and consultancy and empowered the Institute to make agreements and to establish or participate in limited liability companies in carrying out its functions.

The members of the Institute listed in the Act are:

- the members of the Governing Body
- the members of the Academic Council
- the staff
- the registered students
- the graduates of the Institute
- such other persons as the Governing Body may appoint to be members.

The Director shall, subject to the provisions of this Act, control and direct the activities of the Institute and control and direct the staff of the Institute and be responsible to the Governing Body for the efficient and proper management of the Institute.

Institute of Technology Tallaght, together with its sister Colleges was established on 1 January 1993 following the introduction of the Regional Technical Colleges Act 1992.

The main activities of the Institute are:

- Delivery of third level education
- Research & development
- Governance, policy development & implementation
- Budget and resource procurement & allocation
- Development of linkages with other educational organisations, industry, commerce, the professions and the community
- Ensuring public accountability for the stewardship of the Institute.

### How are the operations of the Institute regulated?

A range of rules, procedures and guidelines are used by the Institute to inform its decisions, determinations and recommendations under the many schemes operated by it.

A full list of these items has been published in a separate manual produced in accordance with Section 16 of The Freedom of Information Acts 1997 & 2003.

### Accountability

The Accounts of the Institute are subject to Audit by the Comptroller and Auditor General.

Institute of Technology Tallaght is involved in the provision of education at Third Level, Adult Education and Further Education. The Institute has three academic schools - the School of Business and Humanities, the School of Science and the School of Engineering.

According to the Act, the functions of the Institute shall, subject to the provision of the Regional Technical Colleges Act, 1992, be

*"to provide vocational and technical education and training for the economic, technological, scientific, commercial, industrial, social and cultural development of the State with particular reference to the region served by the college."*

**CHAPTER 3.**  
**MISSION STATEMENT OF INSTITUTE OF TECHNOLOGY TALLAGHT**

The functions of an Institute of Technology are set out in Section 5 of the RTC Act, 1992 as follows:

**To provide vocational and technical education and training for the economic, technological, scientific, commercial, industrial, social and cultural development of the State with particular reference to the region served by the college.**

Having regard to this Act the Institute has articulated its mission thus:

1. To provide high quality career focused Higher Education relevant to the needs of society.
2. To include a European dimension in all of our programmes of study, and to promote the study of the languages and culture of the member states of the European Union.
3. To develop partnerships with industry and commerce.
4. To make available the wealth of academic and industrial research experience of our staff in support of enterprise development and to ensure currency in our curriculum.
5. To provide special programmes and support for individuals from the wider community ensuring access and equality.
6. To provide an environment which fosters the professional, intellectual and personal development of our students and staff.
7. To conduct our dealings with students, staff, suppliers and others with integrity and in a spirit of respect for the individual.

## HOW INSTITUTE OF TECHNOLOGY TALLAGHT HAS ACHIEVED THESE AIMS

### Provision of High Quality Career Focused Courses

Since 1992 the Institute has developed and achieved validation from HETAC (formerly NCEA) of 53 new courses at National Certificate, National Diploma and Honours Degree level. At all stages the Institute has involved external stakeholders in course design to ensure that the knowledge and skills imparted to students are relevant to the needs of the modern marketplace. The Institute has taken care at the same time, however, to ensure that the career focus of our courses does not compromise the academic rigour that is necessary to ensure the quality of a third level award.

### Integration of a European Dimension

- IT Tallaght was the first Institute of Technology to have a separate Department of Languages, now part of the Department of Humanities.
- Foreign language tuition is made available to all faculties and students
- The Institute participates in the Erasmus (now Socrates) exchange programme, with students from IT Tallaght attending Institutions in Germany and France and students from France, Spain, Germany, Holland, Finland and the UK attending IT Tallaght
- IT Tallaght has participated in staff-exchange programmes with partner colleges in Europe
- Staff in several Departments (most notably Engineering, Computing and Science) have successfully led or participated in European Union funded research and development projects
- Staff of the Institute have participated in skills and technology exchange programmes with institutions from Eastern Europe.

### Partnerships with Industry and Commerce

From its inception the Institute has fostered the establishment of strong industrial links. Examples include:

- Industrial advisory panels to help inform course design
- Special courses tailored to the needs of industry
- Provision of National Certificate and National Diploma courses in the ACCS mode tailored to the shift requirements of industry
- Joint research and development projects with industry
- Development of the Technician Development Centre with Intel and Hewlett-Packard
- Mentoring of SMEs through the Plato project
- Development of distance education and Computer Based Training materials
- Provision of postgraduate opportunities to employees in industry within our catchment area.

### Promotion of Access and Equality

The Institute fosters the aims of access, progression and equality through:

- Providing an access course (Foundation Studies) to facilitate adults returning to education
- Promoting and helping the development of the NCVA links scheme
- Recognition of the Leaving Certificate-Vocational programme and giving credit for the

- work experience modules
- Providing access via the NCVA level II scheme for holders of the Leaving Certificate Applied programme
- Fostering the Accreditation of Prior Learning policy and facilitating its introduction into the sector in Ireland
- Mentoring specific programmes in Further Education colleges in areas of disadvantage in our catchment area
- Participation in the Clondalkin Higher Education Access Programme (CHEAP)
- Developing taster programmes for girls in the transition year at secondary school to encourage their participation in technology and engineering
- Organising an extensive summer school programme each year for second level students from areas of disadvantage
- Adopting policies at Academic Council to designate places for mature entrants, students with disability and applicants from Post- Leaving Certificate courses
- Adoption of an equality policy and by the provision of equality training.
- Participation in the 'Access to College Education' (ACE) with schools in West Tallaght.

### **Development of Close Links with the Local Community**

Examples include:

- Home-school liaison
- School visits
- School mentoring
- Open days
- Advisory evenings
- Participation with South Dublin Chamber of Commerce
- Participation in Plato
- Provision of relevant Continuing Professional and Higher Education courses

## CHAPTER 4. GOVERNING BODY

The RTC Act as amended specifies that there shall be a Governing Body of an Institute and the Governing Body shall perform the functions conferred on the Institute by this Act.

The functions of the Governing Body are given in the Act as follows:

- The Governing Body of an Institute shall manage and control the affairs of the Institute and all property of the Institute and shall perform such functions conferred on the Institute by this Act.
- The Governing Body shall have such powers as are necessary or expedient for the purpose of those functions subject to such policies as determined by the Minister and to the programme and budget approved annually by the Vocational Education Committee and the Minister.

The Act requires that each Governing Body shall, with the approval of the Minister, appoint in a whole-time capacity a person to be the Director of the Institute.

The Governing Body consists of a Chairman and 17 ordinary members and the Director of the Institute.

In summary, the ordinary members are nominated to the Minister as follows:

- 3 members of County Dublin VEC and one each from the VECs of Counties Wicklow, Kildare and Meath
- 2 members of the academic staff of the Institute
- 1 member of staff other than academic staff
- 2 student representatives
- 1 person nominated by the Irish Congress of Trade Unions
- 6 persons from organisations relating to the activities of the Institute as recommended by the Academic Council. IT Tallaght's Academic Council has recommended the following nominating organisations: Teagasc, South Dublin Chamber of Commerce, Forbairt, the Institution of Engineers of Ireland and the Irish Hotel and Catering Institute.

The overall membership of the Governing Body is required to have a gender balance of at least seven men and seven women.

Governing Body members are expected to retire at age 70. They are normally appointed for a period of 5 years except for students who serve for 1 year.

Governing Body Meetings are held not less than 6 times during the course of an academic year.

### Current Membership of the Governing Body

Name of Member	Affiliation
Tom Clarke	<i>Chairman</i>
Dr Tim Creedon	<i>Director</i>
Martin Nolan	<i>Academic Staff Representative</i>
Martha Burton	<i>Academic Staff Representative</i>
Art O'Coileain	<i>Support Staff Representative</i>
Eoin Gorman	<i>Student Representative</i>
Fiona Butler	<i>Student Representative</i>
Fiona Hartley	<i>County Dublin VEC</i>
Cllr. Eamon Tuffy	<i>County Dublin VEC</i>
Cllr. Karen Warren	<i>County Dublin VEC</i>
Cllr. Jim Ruttle	<i>County Wicklow VEC</i>
Séan Ashe	<i>County Kildare VEC</i>
Peter Kierans	<i>County Meath VEC</i>
Arthur Hall	<i>Irish Congress of Trade Unions</i>
John O'Dea	<i>Enterprise Ireland</i>
Dr Deirdre O'Keeffe	<i>Fáilte Ireland</i>
Peter Byrne	<i>South Dublin Chamber of Commerce</i>
Dr Darina Kneafsey	<i>Institution of Engineers of Ireland</i>
Marie Hill	<i>Teagasc</i>

*Secretary to Governing Body: Mr Thomas Stone*

## CHAPTER 5. ACADEMIC GOVERNANCE

The internal Institute academic structure consists primarily of the Academic Council, its sub-committees and Course Boards.

### ACADEMIC COUNCIL

In accordance with the RTC Act , 1992 the Institute established an Academic Council to assist the Governing Body "in the planning, co-ordination, development and overseeing of the educational work of the Institute and to protect, maintain and develop the academic standards of the courses and the activities of the Institute."

The responsibilities and duties of the Academic Council are detailed in the Act as follows:

Each Institute shall have an academic council appointed by the governing body to assist it in the planning, co-ordination, development and overseeing of the educational work of the Institute.

The Academic Council shall have the following particular functions:

- To design, develop and implement courses of study in accordance with the programmes and budget approved annually under section 13 of this Act and consistent with the functions of the Institute.
- To make recommendations to the Governing Body for the establishment of appropriate structures to implement the courses of study referred to at paragraph (a) of this subsection.
- To make recommendations to the Governing Body on programmes for research and development work.
- To make, subject to such requirements as the Minister may from time to time specify, recommendations to the governing body for the selection, admission, retention and exclusion of students.
- Be responsible, subject to the approval of the Governing Body, for making and implementing the academic regulations of the Institute.
- To propose to the Governing Body, subject to the requirements of the National Council for Educational Awards or any university or other authority to which section 591) (b) applies, the form of regulations to be made by the governing body for the conduct of examinations and for the evaluation of academic progress.
- To make recommendations to the Governing Body for the award of scholarships, prizes or other awards.
- To make general arrangements for tutorial or other academic counselling.
- To exercise any other functions, consistent with this Act, which may be delegated to it by the Governing Body.
- To implement any regulations which may be made by the Governing Body concerning any of the matters aforesaid.

The original Constitution of the Academic Council was adopted by the Governing Body on 8 November, 1993.

The composition of the Academic Council is:

Ex Officio:

- Director
- Registrar
- Heads of School (3)
- Head of Development and External Services
- Heads of Department (8)
- Librarian
- President and Vice President of Students' Union
- Governing Body
- Institute Staff Members (3)

Elected Members:

- Academic Staff from the School of Business and Humanities (3)
- Academic Staff from the School of Engineering (3)
- Academic Staff from the School of Science (3)
- Technicians and Library Staff (1)
- Administration, Buildings, Chaplaincy, (1)
- Caretaking Staff (1)

Elections for the Academic Council use the single transferable voting system of Seanad Eireann.

#### **ACADEMIC COUNCIL SUB-COMMITTEES**

Sub-Committee membership is drawn from members of Academic Council, members of staff who wish to be involved or who can bring special expertise, and outside members (from business, commerce etc.) who may be co-opted at the discretion of the sub-committee in order to widen the experience and knowledge base.

The Registrar is an ex-officio member of all sub-committees.

The following sub-committees were formed by the first Academic Council in 1994:

- Research, Development and Consultancy
- Staff Development and Post-graduate
- Student Selection and Admission
- Academic Standards
- All existing Course Boards were designated sub-committees of Academic Council.
- Standing Committee
- Disciplinary Committee
- Examinations Task Force

In February 1997 the second Academic Council established or re-affirmed the following sub-committees:

- Course Boards
- Research, Development and Consultancy
- Academic Standards
- Staff Development and Post-Graduate
- Course Delivery
- Regulations / Discipline.
- Task Force - Access for Applicants with Disability
- Graduates Association
- Graduate Shortage
- Equality
- Examinations

A revision of the constitution of the Academic Council passed in May 1997 empowered each new Academic Council to set up additional committees as it deemed necessary.

## INTERNAL ACADEMIC STRUCTURE

The operational management of each Department is the responsibility of the Head of Department. In this context Heads of Department are responsible for the management of budgets, physical resources, staff and course development, enhancement and delivery. Each Department holds departmental meetings, which are chaired by the Head of Department. The Head of Department appraises the Head of School of any major issues arising within the Department as needs arise.

## COURSE BOARDS AND NEW COURSES

The Course Boards are initially responsible for developing course proposals. These normally take the form of an initial survey of external stakeholders to determine the relevance and emphasis of the course. External experts may be invited to join the Course Board, either directly or as members of an advisory panel, to inform the development of the course. Members of the Course Board are responsible for structuring the course and for devising and writing module syllabi. Course Boards must take cognisance of resource issues in relation to staffing, accommodation, materials and equipment.

Following initial design, the course is subjected to an internal evaluation process. Both external assessors and internal assessors (who are not members of the Course Board) carry out an evaluation with the Course Board and suggest such modifications and improvements as they see fit. After modification of the course documents, these are sent to the Registrar who examines them on behalf of the Academic Council. The Registrar may require changes in the content of the submission documents to ensure they are structurally sound, comply with College policy, awarding body policy and house-style. Once the submission documents have gone through this procedure they are submitted by the Registrar to the awarding-body on behalf of the Academic Council.

Course Boards are responsible for ensuring the continuing relevance of each course. This is achieved by regular Course Board meetings at which issues such as

- examination performance
- progression rates
- reports from external examiners
- resource issues
- educational visits/guest lectures
- attendance/ non-attendance
- technology changes
- new course developments
- assessment protocols

are discussed. Given that there is considerable overlap in personnel between different Course Boards in each Department many of these issues are also discussed as part of more general Departmental and/or School meetings.

# Institute of Technology, Tallaght

## *Academic Calendar*

**2005/2006**

### **Repeat Examinations**

Academic year 2004/05	Winter Semester	18 Aug – 24 Aug
	Spring Semester	25 Aug – 31 Aug
Autumn Examination Board .....		14 September
Start of Academic Year .....		1 September
Conferring	Engineering (am)/Science	9 November
	Business & Humanities	10 November

### **Winter Semester**

Registration/Induction		
First Year Electro Mechanical Systems .....		9 September
First Year School of Engineering .....		12 September
First Year School of Science .....		13 September First Year
School of Business		
Dept. of Accountancy and Prof. Studies/Management .....		14 September
Dept. of Marketing and Business Computing/Humanities .....		15 September
Start of Teaching .....		19 September
End of Teaching .....		17 December
Study Period .....		3/4 January
Examinations .....		5 – 14 January
Script Marking and School/Department activities .....		16 – 21 January

### **Spring Semester**

Start of Teaching .....		30 January
Examination Boards .....		10/13 February
Easter Break .....		10 – 23 April
End of Teaching .....		10 May
Study Period .....		11 – 13 May
Examinations .....		15 – 24 May

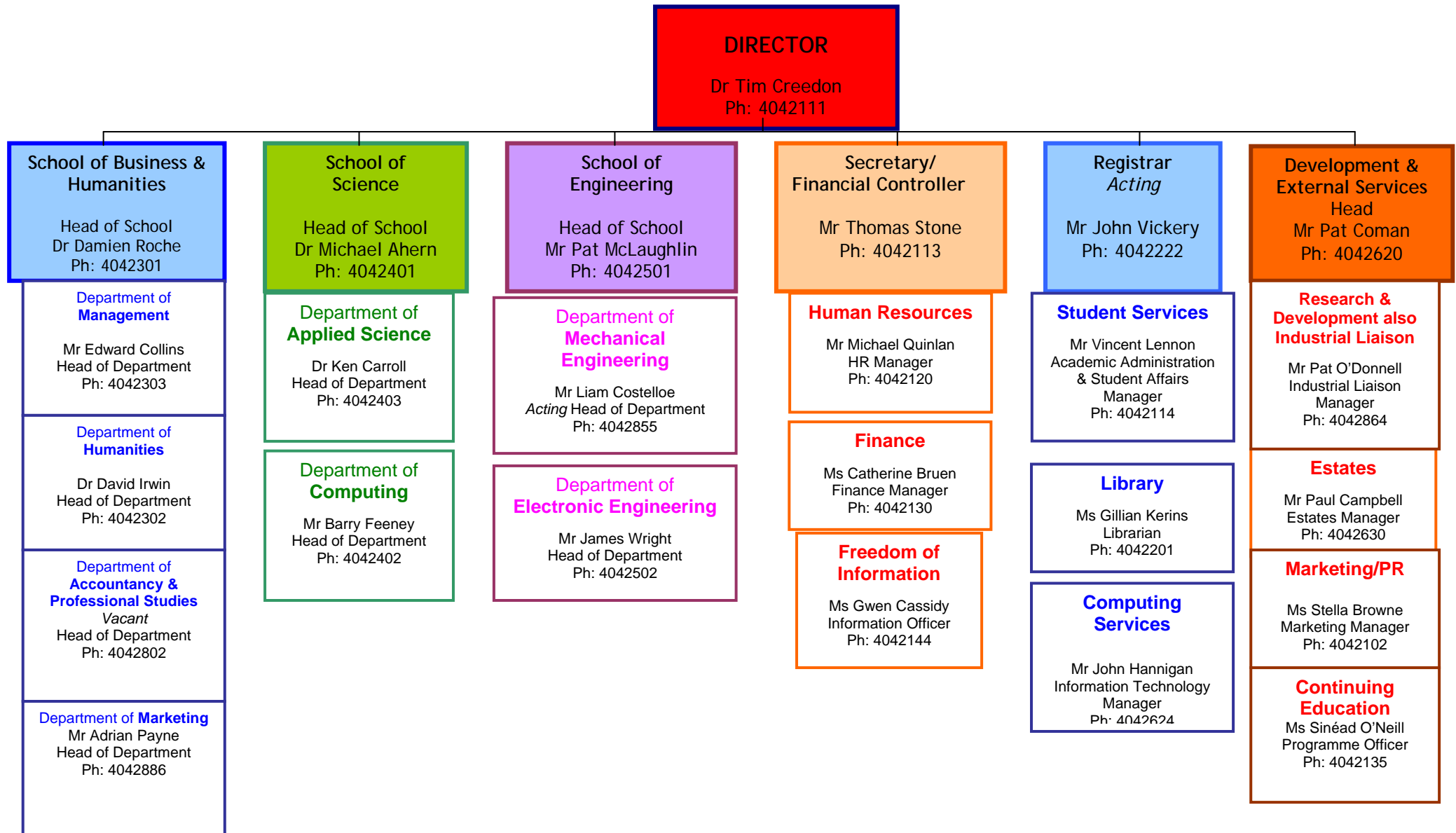
<b><i>Summer Examination Board</i></b> .....		12 – 13 June
<b>Examination Results Published</b> .....		16 June

### ***Repeat Examinations***

Winter Semester .....		17 – 23 August
Spring Semester .....		24 – 30 August

CHAPTER 6.

ORGANISATIONAL STRUCTURE OF INSTITUTE OF TECHNOLOGY TALLAGHT



## **MANAGEMENT STRUCTURES OF ITT**

Co-ordination is achieved through a number of formal structures. These include:

### **Senior Management Team (SMT)**

The Senior Management Team comprises the Director, the Registrar, the Heads of School, the Secretary/Financial Controller and the Head of Development and External Services. The Heads of School represent their School at the Senior Management Team meetings and also make presentations on behalf of the School to the Governing Body.

### **Academic Management Team (AMT)**

The Academic Management Team comprises the Registrar, the Heads of School, the Head of Development and External Services, the Secretary/Financial Controller and the Heads of Department.

### **Central Management Group (CMG)**

The Central Management Group comprises the Academic Administration and Student Affairs Manager, the Finance Manager, the Human Resources Manager, the Estates Manager, the Computing Services Manager, the Librarian and the Industrial Liaison Manager. This group meets several times each year to discuss operational and central services issues.

### **Total Management Team (TMT)**

This group comprises the members of the SMT, the AMT and the CMG. It has several scheduled meetings each year to discuss developmental issues and cross-sectoral protocols.

Photos of Mgt

[http://www.it-tallaght.ie/studentsservice/handbook/pdf/handbook\\_2003\\_2004.pdf](http://www.it-tallaght.ie/studentsservice/handbook/pdf/handbook_2003_2004.pdf)

**CHAPTER 7.**  
**LISTING OF SENIOR OFFICERS OF THE INSTITUTE AND CONTACT PERSONS**

**Listing of Senior Staff**

Ahern, Dr Michael	Head of School of Science	4042401
Bruen, Ms Catherine	Finance Manager	4042130
Campbell, Mr Paul	Estates Manager	4042630
Carroll, Dr Ken	Head of Department of Applied Science	4042403
Collins, Mr Edward	Head of Dept of Management	4042303
Coman, Mr Patrick	Head of Development	4042620
Costelloe, Mr Liam	Acting Head of Department of Mechanical Engineering	4042855
Creedon, Dr Tim	Director	4042111
Feeney, Mr Barry	Head of Department of Computing	4042402
Hannigan, Mr John	Information Technology Manager	4042624
Irwin, Dr David	Head of Dept of Humanities	4042302
Kerins, Ms Gillian	Librarian	4042201
Lennon, Mr Vincent	Academic Administration and Student Affairs Manager	4042114
McLaughlin, Mr Patrick	Head of School of Engineering	4042501
O'Donnell, Mr Pat	Industrial Liaison Manager	4042864
Payne, Mr Adrian	Head of Department of Marketing	4042886
Quinlan, Mr Michael	Human Resources Manager	4042120
Roche, Dr Damien	Head of School of Business and Humanities	4042301
Stone, Mr Thomas	Secretary/Financial Controller	4042113
vacant	Head of Dept of Accountancy & Professional Studies	4042802
Vickery, Mr John	Acting Registrar	4042222
Wright, Mr James	Head of Department of Electronic Engineering	4042502

## LISTING OF DESIGNATED CONTACT PERSONS WITHIN DEPARTMENTS

These staff members have been assigned specific responsibility for assisting members of the Public who are seeking information on or wish to avail of the services provided by the Institute.

Members of the public should note that in view of the Institute's staff development programme, which entails the transfer of staff on a planned basis to enhance their skills and knowledge, it is possible the staff member listed for a particular School/Function may no longer be working in that School/Function at the time of the making of an enquiry. However, the replacement staff member will be fully competent to answer any queries relating to the service and the contact numbers listed should have remained unchanged.

School/Function	Name of Contact Person	Contact Number
Director's Office	Marita Coughlan	4042110
School of Business and Humanities	Marian Maguire	4042333
School of Science	Philippa Murray	4042436
School of Engineering	Deborah Murphy	4042500
Registrar's Office	Maria Donohue	4042220
Student Services	Brendan Harte	4042131
Library	Gillian Kerins	4042201
Computing Services	Pauline Byrne	4042126
Secretary/Financial Controller's Office	Sabrina Lacey	4042650
Human Resources	Gerard Proudfoot	4042705
Finance	Irene Cooney	4042125
Estates	Mark Parle	4042139
Development and External Services	Fiona Breen	4042212
Freedom of Information Office	Gwen Cassidy	4042144

## CHAPTER 8. PUBLIC OPENING HOURS AND LOCATION OF INSTITUTE OFFICES

Current normal opening hours are as follows:

During Semester	08:00 - 22:00 Monday to Friday 08:00 - 14:30 Saturday
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Outside Semester (Summer, Winter and Easter breaks, etc.)	09:00 - 18:00 Monday to Friday
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### Reception Desk

The Reception Desk is attended from 09:15 to 13:00 and 14:00 to 17:00 Monday to Friday. The Part-time Office, located at the Reception Desk is attended from 17:00 to 20:00 Monday to Friday.

### Location and Contact Details

All of the Institute's Schools/Functions are located on campus at Old Blessington Road, Tallaght, Dublin 24.

Tel	01 - 4042000
Fax	01 - 4042700
Email	firstname.lastname@it-tallaght.ie

### LINK TO MAP OF LOCATION OF INSTITUTE

<http://www.it-tallaght.ie/location/default.htm>

## **CHAPTER 9. FREEDOM OF INFORMATION ACTS 1997 & 2003**

### **GENERAL OUTLINE**

The Freedom of Information Act was passed into Law on 21 April 1997 and 11 April 2003. The Act came into force for Governments Departments and certain Government bodies on 21 April 1998 and for Local Authorities and Health Boards on the 21 October 1998. It was extended to include third level Institutes from 1 October 2001.

The Freedom of Information Amendment Bill 2003 as passed by both houses of the Oireachtas was signed into law on Friday 11 April 2003. The Act has effect on and from this date.

#### **The Freedom of Information (FOI) Act was introduced:**

- to enable members of the Public to obtain access to official information, to the greatest extent possible, consistent with the public interest and the right to privacy.
- to enable persons to have personal information relating to them, in the complete possession of public bodies, corrected where the information held is incomplete, incorrect or misleading.
- to provide for the right of access to records held by public bodies.
- to provide for necessary exceptions to that right.
- to provide for assistance to persons to enable them to exercise this right.
- to provide for independent review, both of decisions of public bodies relating to that right and of the operation of these Act generally (including the proceedings of such bodies pursuant to these Act). To provide for the establishment of an Office of Information Commissioner and to define its functions.
- to provide for the publication by public bodies of certain information about themselves, relevant to the purposes of these Act.
- to amend the Official Secrets Act, 1963.

#### **The Act establishes three new statutory rights:**

- A legal right for each person to access information held by public bodies;
- A legal right for each person to have official information relating to him/herself amended where it is incomplete, incorrect or misleading.
- A legal right to obtain reasons for decisions made by Institute of Technology Tallaght affecting oneself.

#### **You should be aware that the following information is not covered by the Act:**

- Information that has already been published and is available from the Institute
- Non-personal information created before commencement date - 21st April 1998
- Personal information relating to anyone other than the person requesting the information (there are some exceptions)
- Sensitive information excluded by the Minister under the terms of the Act.

**ARRANGEMENTS FOR THE OPERATION OF THE FREEDOM OF INFORMATION ACTS 1997 & 2003  
IN INSTITUTE OF TECHNOLOGY TALLAGHT**

To facilitate the introduction and the continuing implementation of the Act within the Institute, the Institute has appointed a Freedom of Information Officer. She has been assigned responsibility for overseeing the implementation of the Freedom of Information Act within the Institute. The Director, in accordance with Section 4 of the Act has delegated to that Officer his powers to make decisions in respect of requests for:

1. Access to records under Section 7 of the Act.
2. Amendments to records relating to personal information, under section 17 of the Act, where the records are incomplete, incorrect or misleading,
3. Requests for information regarding Acts of the Institute, under Section 18 of the Act, which the person affected considers has impacted adversely upon himself/herself.

Within each School/Function of the Institute, Officers have also been designated with responsibility for ensuring requests received, which relate to their particular School/Function, are dealt with in an expeditious and efficient manner, having regard to the time limits imposed by the Act for the processing of requests.

The following are the Decision Makers designated by the Director:

<b>DECISION MAKERS</b>	<b>TITLE</b>	<b>CONTACT NO</b>
Bruen, Ms Catherine	Finance Manager	4042130
Campbell, Mr Paul	Estates Manager	4042630
Carroll, Dr Ken	Head of Dept of Applied Science	4042403
Collins, Mr Edward	Head of Dept of Management	4042303
Costelloe, Mr Liam	Acting Head of Dept of Mechanical Engineering	4042855
Feeney, Mr Barry	Head of Dept of Computing	4042402
Hannigan, Mr John	Information Technology Manager	4042624
Irwin, Dr David	Head of Dept of Humanities	4042302
Kerins, Ms Gillian	Librarian	4042201
Lennon, Mr Vincent	Academic Administration & Student Affairs Manager	4042114
O'Donnell, Mr Pat	Industrial Liaison Manager	4042864
Payne, Mr Adrian	Head of Dept of Marketing & Business Computing	4042886
Quinlan, Mr Michael	Human Resources Manager	4042120
vacant	Head of Dept of Accountancy & Professional Studies	4042802
Wright, Mr James	Head of Dept of Electronic Engineering	4042502

<b>INTERNAL REVIEWERS</b>	<b>TITLE</b>	<b>CONTACT NO</b>
Ahern, Dr Michael	Head of School of Science	4042401
Coman, Mr Pat	Head of Development and External Services	4042620
Creedon, Dr Tim	Director	4042111
McLaughlin, Mr Patrick	Head of School of Engineering	4042501
Roche, Dr Damien	Head of School of Business and Humanities	4042301
Stone, Mr Thomas	Secretary/Financial Controller	4042113
Vickery, Mr John	Acting Registrar	4042222

## PROCEDURES TO BE FOLLOWED BY MEMBERS OF THE PUBLIC WHEN MAKING REQUESTS UNDER THE FREEDOM OF INFORMATION ACTS 1997 & 2003

The request should:

- be made in writing (or email) and addressed to the Freedom of Information Officer, namely.
- specify that the access to records is being sought under the provisions of the FOI Act.
- identify the records which are the subject of the request. Requests should not be vague and must contain sufficient information to enable the Institute identify the records in question with a minimum of delay.
- specify the format in which access to records is sought (if a particular format is required) e.g. photocopy of records, viewing of file, computer discs, etc.
- A fee of €15 must accompany a request for records other than records containing only personal information relating to oneself. A reduced fee of €10 applies in relation to such a request if you are covered by a medical card. Neither fee applies if the request is for personal information relating to oneself.

Applications forms for use by the public, which have been prepared for their convenience when making an application under this legislation, are available from the FOI Officer, or on the Institute's website [www.it-tallaght.ie/foi/index.htm](http://www.it-tallaght.ie/foi/index.htm)

Requests for information under the Act should be addressed to:

Gwen Cassidy  
Information Officer  
Institute of Technology  
Tallaght  
Dublin 24

Telephone: 01-4042144  
Fax: 01-4042605  
E-mail: [foi@it-tallaght.ie](mailto:foi@it-tallaght.ie)

### NOTIFICATION OF DECISIONS ON REQUESTS FOR ACCESS TO RECORDS:

The Institute is obliged to acknowledge receipt of requests within 2 weeks and to process requests within 4 weeks from the date of receipt of the request itself. However, note exception in "Fees" section. Failure to process the request within the four week period is deemed a refusal under the Act and the requester may then proceed to the appeal stage. In exceptional circumstances the Institute may extend the period of time within which to process the request by a period not exceeding a further four weeks. The requester has a right of appeal direct to the Information Commissioner against such a decision of the Institute.

Once a decision is made in respect of a particular request the requester will be notified, in writing, of that decision. Where the decision reached is positive, that is one where the Institute has decided to grant the request, the notification will contain details of the form in which access to the records is being made available. The Institute will endeavour to make available access to records in the form requested, unless it is satisfied that it would be significantly more efficient to make the records available in another form, e.g. making records available in CD format rather than photocopies. Where fees are being charged the notification will contain

details of the fee payable, or the balance outstanding if a deposit has already been paid, and the period during which the records will be kept available by the Institute for the requester. The Institute is obliged to retain records for a period of up to 8 weeks from the date of notification of the requester of the decision made in relation to a particular request.

If the decision of the Institute is to refuse access to the records requested or make available access to part of the records only, the notification issued by the Institute will advise the requester of this fact and the basis on which the Institute reached that decision to release none or only part of the records in question. Similarly, should the Institute decide to defer access to the records for a specified period of time the notification to the requester will advise him/her of that fact and his/her right of appeal against that decision.

## APPEALS

The Freedom of Information Act provide for a comprehensive appeals system against initial decisions taken on requests made under the Act. The majority of all appeals must, initially, be made to a higher authority within the Institute. If the requester is dissatisfied with the outcome of the appeal he/she may then proceed to appeal that decision to the Information Commissioner. The following is a list of appeals subject to internal review:

1. Decisions to refuse all or part of a request.
2. Decisions to defer access to records prepared solely for the Oireachtas.
3. Decisions to grant access in a form other than that requested.
4. Decisions to delete certain exempt material from a record.
5. Decisions refusing the correction of personal information which the requester believes is incomplete, incorrect or misleading.
6. Decisions relating to the right of a person to obtain reasons for acts of public bodies affecting him/her.
7. Decisions relating to the charging of a fee or deposit.

The Institute is obliged to complete the Internal Review of the initial decision within 3 weeks of receipt of the Appeal request. The failure of the Institute to complete the Internal Review within this time period is deemed a refusal under the Act and the requester may then proceed to appeal the initial decision to the Information Commissioner. All appeals against initial decisions taken by the Institute in respect of Freedom of Information applications must be made in writing and submitted to the Freedom of Information Officer during the 4 week period immediately following notification on the initial decision.

Certain decisions of the Institute may be appealed directly to the Information Commissioner without the necessity for an internal review of the original decision. The exceptions to the Internal Review process are very limited and constitute the following:

1. Initial decisions made by the Director, in person. As such decisions have been made by the Head of the public body in person there is no mechanism for an internal review of that decision.
2. A decision to defer access to records for a specified period.
3. A decision by the Institute to extend the period of time to process a request.
4. Decisions by the Institute, in the public interest, to make available access to certain records which would otherwise be subject to the exempt provisions of the Act.

Where the Institute makes a decision to refuse access to records or to impose a fee the notification issued will contain details of the appeals procedure which the requester must follow if he/she is dissatisfied with the decision reached.

## FEES

### General Principles:

The following principles apply in relation to the levying of charges by the Institute as a contribution towards the costs incurred in the retrieving and photocopying of records made available under this legislation.

1. In the case of non-personal records, charges will be levied in respect of the time spent in the photocopying and retrieving of the records, the rate of charge being the subject of determination by the Minister for Finance.
2. Where the Institute is satisfied that the payment of a fee may result in causing financial difficulty for the requester the Institute will be sympathetic to the waiving of all or part of the fee in such circumstances. It is not the intention or desire of the Institute that the charging of fees should in any way inhibit members of the public from exercising their rights under the Act.
3. Charges imposed for staff time spent on searching for and retrieving records will be determined having regard to the necessity for the Institute to make maximum use of efficient and effective record management systems.

### Where Fees are Payable:

- In some instances fees will be payable as a contribution towards the costs of gathering the files together and the photocopying costs involved, if any. The current rate of charges are €20.95 per hour for the efficient search and retrieval of records and 4 cent per sheet for the photocopying of records.

The requester will be charged fees for:

- the cost of efficient search and retrieval of records
- the cost of reproducing records

Charges may not be imposed on the requester in relation to:

- time spent and advice taken in making decisions
- time spent and costs incurred in consulting with third parties

Until the payment of a requested deposit has been made, the Institute's time obligation is deferred. Where a requested deposit remains unpaid for a period of 12 weeks, the FOI request is deemed to have been withdrawn.

In instances where the Institute estimates that the costs of retrieving records alone will exceed €50 a notification will be sent to the requester advising him/her of the total estimated fee payable and requesting payment of a deposit of 20% of that amount. This notification will also outline the requesters right of appeal to a higher Authority within the Institute, in the first instance, and ultimately to the Information Commissioner, against the amount of the fee

payable. The right of appeal to the Information Commissioner only applies in cases where the amount of the fee exceeds €12.70. Where a fee is payable the Institute will assist the requester in amending the request, if he/she so wishes, so that the request no longer attracts the payment of a fee.

Details of the current charges set by Ministerial Regulations are contained in **Appendix 1** of this manual.

## Freedom of Information (Fees) Regulations 2003

### Summary

Regulations have been made by the Minister for Finance prescribing fees for the purposes of section 47(6A) of the Freedom of Information Act 1997.

The following fees will apply to FOI requests under section 7 of the FOI Act (requests for access to records) and applications under section 14 (internal review) and 34 (review by Information Commissioner) received on or after 7 July 2003:

#### Requests for records

- A standard application fee of €15 must accompany an FOI request under section 7 for a record or records containing non-personal information.
- A reduced fee of €10 applies if the person making such a request is covered by a medical card.
- The following requests/applications are exempt:
  - (a) a request under section 7 for a record or records containing only personal information related to the requester.
  - (b) an application under section 17 (right of amendment of records relating to personal information).
  - (c) an application under section 18 (right of person to information regarding acts of public bodies affecting the person).

#### Internal Review

- A standard fee of €75 must accompany an application for internal review under section 14.
- A reduced fee of €25 applies if the person bringing the application is a medical card holder or a dependant of a medical card holder.
- The following internal review applications are exempt:
  - (a) an application in relation to a decision concerning records containing only personal information related to the applicant.
  - (b) an application in relation a decision under section 17 (right of amendment of records relating to personal information).
  - (c) an application in relation to a decision under section 18 (right of person to information regarding acts of public bodies affecting the person).
  - (d) an application in relation to a decision to charge a fee or deposit, or a fee or deposit of a particular amount.

#### Review by Information Commissioner

- A standard fee of €150 must accompany applications to the Information Commissioner for review of decisions made by public bodies under section 34.

- A reduced fee of €50 applies if
  - (a) the person bringing the application is a medical card holder or a dependant of a medical card holder or
  - (b) the person is specified in section 29(2) i.e. a third party with the right to apply directly to the Information Commissioner where a public body decides to release their information on public interest grounds.
  
- The following applications to the Information Commissioner are exempt:
  - (a) an application concerning records containing only personal information related to the applicant.
  - (b) an application in relation a decision under section 17 (right of amendment of records relating to personal information)
  - (c) an application in relation to a decision under section 18 (right of person to information regarding acts of pubic bodies affecting the person).
  - (d) an application in relation to a decision to charge a fee or deposit exceeding €25.00 under section 47 in respect of search and retrieval and photocopying of records (decisions in relation to the charging of fees or deposits for search and retrieval and/or photocopying of less than €25 are not subject to review by the Information Commissioner).
  - (d) an application in relation to a decision to charge a fee under section 47(6A), or a fee of a particular amount under section 47(6A), on the grounds that the records concerned do not contain only personal information related to the requester or the requester is not a medical card holder or a dependant of a medical card holder.

A table summarising these fees is attached. Your attention is also drawn to the attached information note.

Type of Request/Application	<u>Standard Fee*</u>	<u>Reduced Fee * **</u>
<u>Request for a record</u>		
Initial Request	€15	€10
Internal Review	€75	€25
Review by Information Commissioner	€150	€50
Request for a record or containing personal information	No charge	No charge
Application under section 17 for amendment of a record containing incorrect, incomplete or misleading personal information	No charge	No charge
Application under section 18 for the reasons for a decision affecting the individual	No charge	No charge

*\* Fee will not apply where a person appeals a decision to charge a fee or deposit, or a fee or deposit of a particular amount under section 47 of the FOI Act*

*\*\* Reduced fee will apply in respect of third parties who appeal a decision of a public body to release their information on public interest grounds*

## AMENDMENTS TO RECORDS:

A member of the public has the right to have "personal information" relating to oneself amended or annotated where it is incomplete misleading or incorrect.

Applications to the Institute to have certain records amended because the requester is of the opinion that the records in question are incomplete, incorrect or misleading must be made in writing, refer to the Freedom of Information Act and state the type of amendment required (e.g. deletion of record).

The Institute has 4 weeks to comply with the request from the date of receipt of the request itself. The time period allowed for processing the request is the same as that which is allowed for compliance with requests for access to records referred to in an earlier paragraph.

A member of the public has a right of appeal against a decision of the Institute not to accede to a request to amend a record(s). The rights of appeal are the same as those which apply in cases where a request for access to record(s) is refused i.e. an internal review of the initial decision with a final right of appeal to the Information Commissioner.

If the Institute accede to a request to have certain record(s) amended it must then decide what form the amendment will take. The amendment may consist of:

1. Deleting the record(s) in question.
2. Altering the records.

OR

3. Attaching a note to the record(s) confirming the record(s) is/are incorrect and outlining the reason(s) why.

Finally, in cases where the Institute refuses a request to amend certain record(s) and that decision is upheld on appeal, it must nevertheless show that a request for amendment was received by either

1. Attaching the request itself to the record(s) in question

OR

2. By attaching a note to the record(s) stating that a request for amendment to the aforesaid record(s) was received by the Institute.

Once again, all notifications to the public in response to requests for amendments to records will contain details of the appeals procedure available to them where the initial decision of the Institute is to refuse the application to amend the records which are the subject of the request.

## REASONS FOR DECISIONS:

Section 18 of the Freedom of Information Act confers on every person a legal right to:

1. Reasons for decisions of the Institute on any matter particularly affecting that person.
2. Findings on any material issues of fact made for the purpose of the decision i.e. the matters of fact and law used in reaching the decision made.

As can be seen Section 18 of the Act bestows on the public a generalised entitlement to access information from public bodies regarding those activities of the Public body which impact on them personally. To meet the foregoing criteria and thereby obtain reasons for acts of the Institute a member of the public would need to show such an act had a particular impact upon him or her compared to other persons in similar circumstances as themselves.

The same requirements apply when seeking reasons for acts of the Institute as apply when seeking access to records i.e. applications must be in writing, refer to the Freedom of Information Act, and state the act of the Institute for which reasons are sought. As in the case of requests for access to records standard application forms for use by the public have been prepared for their convenience.

The time limits for processing requests for reasons is the same as those which apply to the processing of requests for access to records, i.e. 4 weeks, with the same appeal procedures - internal appeal to a higher Authority in the Institute with the final appeal to the Information Commissioner.

## OFFICE OF THE INFORMATION COMMISSIONER:

The Freedom of Information Act provide for the establishment of a new office of Information Commissioner. A person dissatisfied with a decision taken by the Institute in relation to a Freedom of Information request can appeal the decision to the Information Commissioner, having first used the internal appeals procedure of the Institute, where applicable. The Commissioner has power to affirm, vary or annul the decision made by the Institute. Appeals to the Information Commissioner must be made within six months following notification of the initial decision of the Institute.

The Information Commissioner is:

Ms Emily O'Reilly  
Information Commissioner  
18 Lower Leeson Street  
Dublin 2

Tel: (01) 6785222  
Fax: (01) 6610570

## ROUTINELY AVAILABLE INFORMATION

The Institute currently makes information routinely available to the public in relation to its functions, activities and schemes. Such information will continue to be available informally without the need to use the FOI Act. This manual highlights where such information is available in each School and Function. The FOI Act is designed to allow public access to information held by public bodies which is not routinely available through other sources. Some records are exempt and may not be accessed. There are also detailed procedures and time limits pertaining to the accessing of information under the FOI Act. Details of the exemptions and the procedures are outlined for your information in this manual.

## CHAPTER 10. PUBLIC ACCESS TO INFORMATION OUTSIDE OF THE FREEDOM OF INFORMATION ACT

### Statement of Policy on Confidentiality

Institute of Technology Tallaght is committed to making available to the public, information held by this Institute about the services provided by the Institute and the activities it is engaged in, to the greatest extent possible, in accordance with the provisions of the Freedom of Information Acts 1997 & 2003, subject to the obligation of the Institute to protect the right to privacy of the individual and to ensuring that access to information is consistent with the public interest and also consistent with the obligations placed on the Institute to protect certain types of information.

Some of the means by which the Institute endeavours to achieve that objective are listed below:

#### 1. Information Desk

The public's first contact with the Institute is normally with Reception Desk staff. Many of the queries the public have can be answered by those staff without the necessity for the public to call to individual Departments. All Application Forms together with the numerous leaflets and information documents prepared by the Institute relating to the schemes which it administers are available here. The ethos of the staff providing this service is to endeavour to answer all queries from the public, including those which are not directly related to the services provided by the Institute itself.

#### 2. Opening Hours

The opening hours of the main Institute offices have been decided upon to enable the public have maximum access to its offices at the times most convenient to them thereby enabling the public to enquire about or make application for its service with the minimum of inconvenience.

#### 3. Routinely Available Information

Institute of Technology Tallaght has a wide range of information, routinely available, in the form of leaflets, public notices etc., in relation to its activities and to the services which it provides. Such information will continue to be available from the offices of the Institute, without the need to use the Freedom of Information Act. The following is indicative of the type of information available to the public, free of charge, from the Institute.

- Student Handbook
- Tallaght Scope
- Full-time Prospectus
- Part-time Prospectus

#### 4. Information available under other Legislation

The public already enjoys the right to a range of information under other legislation. This right will remain unchanged and such information is excluded from the provisions of the Freedom of Information Acts.

#### 5. The Data Protection Act 1988

Institute of Technology Tallaght is registered as a Data Controller under the Data Protection Act, 1988. The provisions of this Act still apply in relation to computerised data, and a

request in relation to such data, may be made under either The Data Protection Act or The Freedom of Information Act. The Institute's Data Protection Policy is available on the Institute's website [www.it-tallaght.ie/foi/forms/data\\_protection\\_policy.pdf](http://www.it-tallaght.ie/foi/forms/data_protection_policy.pdf). The Data Protection (Amendment) Act, 2003 will extend Data Protection rules to paper as well as computerised information.

## 6. Annual Report

Institute of Technology Tallaght publishes an Annual Report detailing its activities in the previous year. This report is available for perusal at the Institute Library.

The Freedom of Information Act is designed to allow Public access to information that is NOT routinely available through other sources. Access to information under the Act is subject to certain exemptions and involves specific procedures and time limits.

**CHAPTER 11.**  
**FORMAT OF RECORDS HELD BY INSTITUTE OF TECHNOLOGY TALLAGHT**

Institute of Technology Tallaght holds a wide variety of records in various formats.

These include:

- Computerised held on disc/tape Data
- Computer Print-out.
- Paper records  
This includes all types of forms, reports, maps, drawings etc.
- Ledgers/registers
- Microfilm  
Some data is archived on microfilm, particularly where large volumes of paper cause storage problems.

CHAPTER 12.  
GENERAL DESCRIPTION OF THE RULES AND PRACTICES OF  
INSTITUTE OF TECHNOLOGY TALLAGHT

In accordance with the FOI Acts 1997 & 2003, the Institute has produced a reference manual entitled:

*Institute of Technology, Tallaght  
Rules and Practices,  
Freedom of Information Acts 1997 & 2003  
Section 16, Reference Manual*

This reference manual outlines the various rules, practices, guidelines and precedents that individuals use in making decisions.

This publication is available at any office of the Institute and on its website <http://www.it-tallaght.ie/foi/index.htm>.

**CHAPTER 13.**  
**INDEX TO SERVICES PROVIDED BY INDIVIDUAL SCHOOLS/FUNCTIONS**

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## CHAPTER 13 - SECTION 1

### OFFICE OF THE DIRECTOR

The Director of the Institute is appointed in accordance with the Regional Technical Colleges Act, 1992 and the Regional Technical Colleges (Amendment) Act, 1994.

#### Role of the Director

The Third Schedule of the 1992 Act covers the functions of the Director as follows:

“The Director of a College shall, subject to the provisions of this Act, control and direct the activities of the College and shall control and direct the staff of the College in the implementation of such activities and be responsible to the Governing Body therefore and for the efficient and proper management of the College.”

The Director is an ex-officio member of the Governing Body and the Academic Council and may be a member of any sub-committees of these bodies.

#### Structure of the Office of the Director

Director	Dr Tim Creedon	4042111	<a href="mailto:tim.creedon@it-tallaght.ie">tim.creedon@it-tallaght.ie</a>
Secretary	Marita Coughlan	4042110	<a href="mailto:marita.coughlan@it-tallaght.ie">marita.coughlan@it-tallaght.ie</a>

The Members of the Senior Management Team report directly to the Director.

#### Services provided by the Office of the Director

- The Director has overall responsibility for the execution of policy as determined by the Governing Body and the management of the Institute.
- The Director has responsibility for the preparation of draft policy and strategy for the Governing Body.
- The Office is the Institute’s point of communication for the Department of Education & Science and other Government Departments and agencies.
- The Director participates as a member of the Council of Directors of the Institutes of Technology and its various sub-committees.
- The Director is a member of the MIS Consortium Board.
- The Director chairs the Institute's Management Group meetings and the Academic Council.
- The Director represents the Institute on bodies such as the South Dublin Chamber of Commerce and attends meetings of community and other regional or industrial groupings on behalf of the Institute.
- The Director represents the Institute at Public Accounts Committee Hearings and other similar proceedings.
- The Director produces the Annual Academic Calendar.

### Classes of Records held by the Office of the Director

- Correspondence with the Department of Education and Science and other Government agencies concerning all aspects of the Institute;
- Correspondence regarding the Council of Directors;
- Minutes of the Management Team Meetings;
- General Correspondence from Public Representatives and members of the public;
- Correspondence with staff and students of the Institute.

## CHAPTER 13 - SECTION 2

### SCHOOL OF BUSINESS AND HUMANITIES

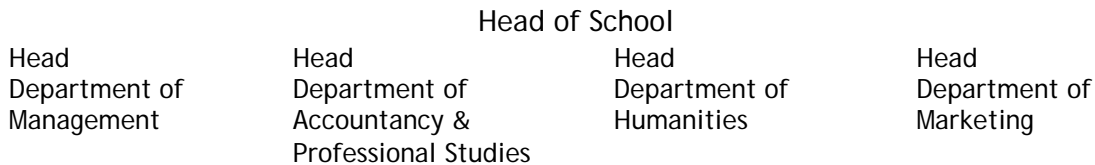
On the establishment of the Institute in 1992, the School enrolled its first students in a Certificate in Business Studies course with the first certificate level graduates coming on stream in 1994. Today, in addition to distinct Certificate courses in Business Studies, Humanities, hospitality and Culinary Arts, it offers programmes of study leading to Ordinary Degrees, Honours Degrees and Postgraduate Degrees.

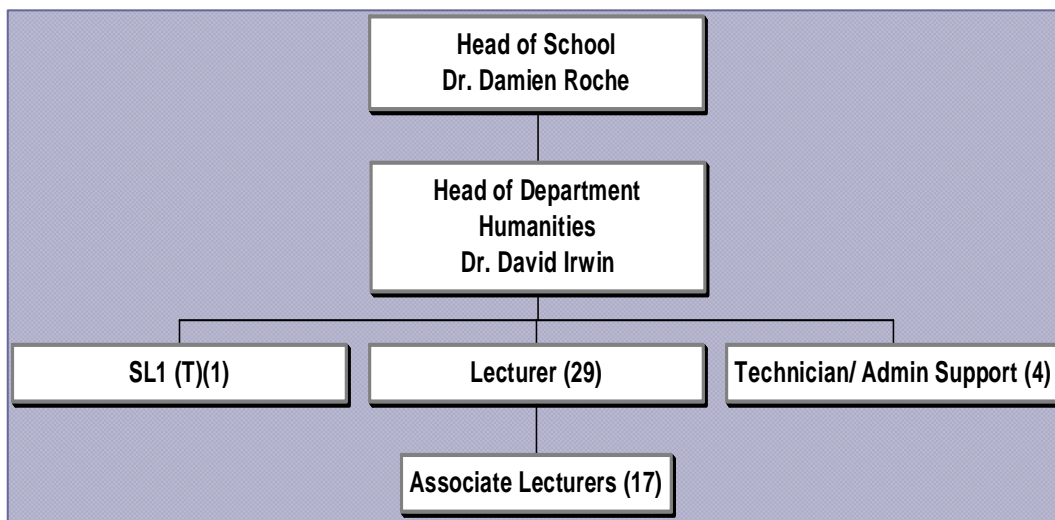
The Mission of the School of Business and Humanities is to be a 'centre of excellence' in the provision of third-level business and humanities education in order to facilitate the achievement of the mission and objectives of the Institute of Technology, Tallaght of which it is a major component.

To this end the School will:

- Develop and deliver programmes in full-time and part-time modes which provide a continuum of education that fosters and facilitates life long learning in a global society.
- Develop and deliver programmes in association with the Schools of Science and Engineering in the achievement of the objectives of the Institute.
- Encourage and support the continuing professional development of its staff.
- Establish specific interaction between the School and the industry within its environs.
- Cultivate greater interaction between the School and other appropriate educational institutions and professional institutions.

#### Structure of the School





### Academic Governance

The Head of School of Business and Humanities and the Heads of Department form a management team within the School. They meet on a regular basis to consider strategic developments within the School and to plan significant operational matters. Issues covered by these meetings would include annual Programme and Budgets planning, staff management, staffing, recruitment, planning, issues of academic import, and Institute issues which impact on the running of the School.

The Head of School is a member of the Senior Management Team of the Institute and briefs the Heads of Department on matters of importance to the Department, which have been discussed at senior management level.

The Head of School and the Heads of Department are members of the Academic and Total Management teams within the Institute and also of the Academic Council. In general, cross-college operational issues are discussed at the Academic and Total Management team meetings.

There are three Senior Lecturer 1 Teaching staff in the School. They have responsibilities in areas such as academic quality and liaison with industry.

Each Department has one or more Programme Boards, chaired by the Head of Department to ensure the co-ordinated management of courses and the appropriate course boards are grouped within the Programme Boards.

### Operational Ethos

The current educational focus of the School is on the areas of business, humanities, communications, languages and catering and hospitality courses. Courses are delivered using leading-edge technologies and proven methodologies to both full-time and part-time students. Part-time courses mirror, as far as is possible, the full-time courses in order to achieve harmonisation of standards and provide accessibility to a wide a range of learners.

The work of the School of Business and Humanities reflects the realities and demands of the current and unfolding society in which it operates. Worldwide, technology is bringing down barriers and expanding the range of opportunities. To this end, the School is expanding the range and diversity of courses on offer. It is currently considering the development of Masters degree programmes in business. It is the intention that these courses will run both on full-time and ACCS modes. However, staffing and other resource constraints, have adversely affected the ability of the School to develop courses at the post-graduate level. The planned expansion of campus facilities may well provide the necessary impetus and resources - both physical and academic - to facilitate these programmes.

The growth in what is commonly referred to as the “knowledge society”, where continuous learning opportunities are sought by both individuals and the organisations in which they are employed, has led to the development of a range of courses which are both innovative in their content and in their mode of delivery.

## DEPARTMENT OF MANAGEMENT

### Mission of the Department of Management

The mission of the Department of Management is to offer courses to the highest academic standards relevant to the career aspirations of its students. Where feasible these courses are also delivered in ACCS mode.

### Structure of Department

Head of Department of Management  
Mr Edward Collins

*There are 2 Senior lecturers, 12 Lecturers and 12 Assistant lecturers in the Department.*

They are supported by an Administrative Staff member.

### Services provided by the Department

The following services are provided by the Department:

- The development and review of courses through Course Boards.
- The management and delivery of approved courses in full-time and ACCS modes.
- The examination process.
- The management of the academic staff of the Department.
- The management of the academic process in the Department.

### Committees

Currently constituted committees are:

- The Budget Committee - makes submissions to the Institute concerning resource requirements.
- The Library and Technical Resources Committee - makes submissions concerning library and related issues relevant to the Department's courses.
- The Exemptions Committee - considers applications for exemptions by students.
- The Admissions Committee - considers non-standard applications for entry to courses.

### Community Links

The Department participates in the delivery of a staff development course in Intel.

The Department participates in the supervision of courses in BAi College, Madrid, Spain.

Staff of the Department are involved in community projects and consultancies with various local companies.

### Classes of Records held in the Department

- Letters and communications from students, parents, guardians, doctors, etc re. attendance.
- Communications from the Registrar's Office, Student Services Office, Student Counsellor, Institute's nurses/doctors re. Department students.
- Correspondence from the Department of Education and Science regarding academic and other affairs of the Department.
- Correspondence between the Department of Management, School of Business and Humanities, the Institute and HETAC.
- Correspondence between the Department and professional bodies (e.g. the Institute of Chartered Accountants in Ireland, Marketing Institute of Ireland, etc.) re. exemptions for students.
- Correspondence between the Department and External Examiners.
- Student attendance records.
- Order Books.
- Correspondence regarding the Health, Safety and Welfare at Work Act.
- Department copy of minutes of various Institute management and academic meetings.

## DEPARTMENT OF HUMANITIES

### Overview of Department of Humanities

The Department of Humanities is a Department within the School of Business incorporating Languages, Audio-Visual Media, Catering, Hospitality and Tourism. The Department of Humanities has a total of 282 students, 36 post-graduate students, 35 sanctioned staff posts, and 17 associate staff. The department also has a service teaching commitment to provide language courses principally to the Department of Management. In order to facilitate the running of the Department the following committees have been established:

1. Course Boards in Audio Visual Media, Applied Languages, European Studies, Bar Management, Theology, Primary Teacher Language Programmes, National Certificates in Hospitality and Culinary Arts.
2. Budgetary Committees
3. TV Production Committee
4. Technical Services Committee
5. Collegiate Technical Services- advises on institute-wide AV services
6. Research Committee

Committees have been formed within the Department for each of the following activities:

- Research
- Links with Industry and the Wider Community
- National and International Exchanges
- Course Leadership
- Technical Facilities Audit
- Employment and Further Studies
- Pedagogy
- Adult and Continuing Education

The Head of Department is *ex officio* chairman for each Committee.

## Mission

The Department of Humanities sees itself as having a significant role to play in higher education through the provision and renewal of the skills and knowledge base of the socio-economy, both locally and nationally, consistent with the aspirations of the 1995 Irish Government White Paper '*Charting Our Education Future*'. Of primary concern to us in the fulfilment of this role is the creation of a caring, supportive learning and teaching environment and the assistance of staff in dispatching their duties effectively and professionally.

The department has developed its programs and activities in conformance with the Mission Statement of the college. In particular the mission within the department is:

“To provide a dynamic, expansive, flexible and supportive environment in which students and staff are enabled to achieve their potentials and in which students will acquire the skills, knowledge and appropriate professional attitudes”.

## Departmental Goals

The Department of Humanities has identified a number of core objectives, which are the basis of its strategic planning and operational activities. Principal amongst these objectives would be:

### *Pedagogical*

- To provide a flexible ladder of educational opportunity to its students
- To provide a caring, supportive learning environment for its students
- To ensure through proper planning and consultation that its courses and research activities are aligned with the real needs of industry and business
- To ensure through appropriate quality assurance actions that its courses are delivered to the highest standards
- To ensure that its courses and research activities are at the forefront of technological development in industry and business

### *Research and Development*

- To establish an active research and development program in tandem with its undergraduate courses
- To engage in quality research and development partnerships with local communities, industries and business
- To establish inter institutional research partnerships

### *Work Environment*

- To provide a stimulating and long term motivational work environment for its staff
- To provide an appropriate staff development process

### *Community*

- To establish appropriate interactions with the local community

## Senior Staff in the Department

Title	Name	Telephone	Email
Head of Department	Dr David Irwin	4042302	<a href="mailto:david.irwin@it-tallaght.ie">david.irwin@it-tallaght.ie</a>

## Course Boards

Each Programme Board meets on average each fortnight under the chairmanship of the Head of Department or his nominee as part of the general staff meeting within the department.

## Processing Programme Changes

The process involved in developing changes in programmes through the above structure is initiated either by, a group of staff members, a Programme/Course Board or the Department or School management, articulating a need for a new course or a change to a current course. Major changes in direction generally result from strategic meetings of Departments.

An initial course proposal is submitted to Academic Council with a request for sanction to establish a Course Board. In general this request includes a description of the proposed course, an analysis of the need for change, an indication of resource needs and the outline structure of the Course Board.

This Course Board is then responsible for the development of the course submission. When complete the submission document is sent to HETAC for accreditation.

The Department at all times seeks to ensure that its courses and activities are aligned with the needs of industry, its students, the life of the nation and within the European context. To ensure the proper design and development of its courses the Department has developed a Lifecycle model for the development of its courses, the key elements of which are:

- Identify the social/industry / business needs
- Submit proposal to Academic Council
- Form Course Board
- Articulate the required graduate profile
- Define the course aims and objectives
- Define the core course structures/ streams
- Identify the appropriate modules
- Identify the learning outcomes
- Identify the learning strategy
- Identify the assessment strategy
- Write the course
- Consult industry and graduates
- Revise
- Submit to HETAC for external modulation
- Deliver and review
- Modify or retire

By following this model the Department has found that its courses are well received by assessment panels, by students, by the wider community, and by industry. In this way particular emphasis on ensuring that courses meet the social, ethical, creative and linguistic needs of society and industry is constantly and consistently affirmed through regular contact with the broad socio-economic communities outside the institute.

A considerable amount of time is given at the start of the process to defining the required graduate attributes in terms of knowledge, skills and professional attitudes. Once these are

agreed all subsequent developments of curricula are tested to ensure that they contribute to the development of these attributes.

In general when initiating a course proposal consultation meetings, relevant stakeholders including industry and research analysis, and draft syllabi are circulated for comment and views are sought either for discussion at Course Board or in writing.

### Quality Assurance and Quality Control in the Department of Humanities

The Department follows:

- Internal Quality Control Procedures
- Policies from Academic Council
- HETAC Regulations and Guidelines
- External Moderation

### Processes and Procedures

The documenting of processes and procedures seeks to provide clarity of communication and to ensure a consistency of approach and purpose in the performance of departmental activities.

Procedures and Institute regulations pertaining to the student environment are documented in detail in the Student Handbook supplied by the Institute to all students at registration (also accessible via the Institute web site at <http://www.it-tallaght.ie/student-service/handbook/>).

The form taken for documenting Department processes and procedures is that of Standard Operating Procedures (SOP's).

Processes and procedures are divided into five operational areas, namely:

- Administration
- Teaching and learning
- Assessment of student performance
- Staff induction
- Laboratories, health & safety

To date complete details of currently documented processes and procedures are available in Hospitality and Culinary Arts, Health and Safety, Audio Visual Media, as well as departmental generic SOPs regarding administrative procedures.

### Safety And Health Training

This is followed by a programme targeted at HACCP (Hazard and Critical Control Point). Currently all catering and hospitality students take a certified programme in food hygiene, while all audio visual students take a course in studio safety. Both programmes are designed to work respectively within specific disciplines but the significant point of communality centres on hazard identification, risk assessment, control strategy identification, method statement development and review, safety audits and the safe handling of chemical agents (particularly relevant in the area of photographic chemistry).

The Head of Department and all technical support staff have completed a manual handling training course.

## Classes of Records held by the Department of Humanities

- Correspondence with CERT
- Correspondence with Department of Education and Science
- Correspondence with Students
- Correspondence with Staff
- Minutes of Course Board Meetings
- Minutes of Management Meetings
- Minutes of Academic Council
- Student database
- Receipts for student purchases of consumable materials
- Tender documentation (original specifications, responses to tenders)
- Customer Price Lists
- Supplier list
- Goods Delivery checklist
- Safety and HACCP Documentation
- Cleaning procedures for main kitchen, class kitchen, main food stores.
- Internal Annual Audit Documentation
- Copy is 340 "Hygiene in the Catering Sector"
- Hygiene Policy
- Course Schedules and Syllabi
- Student Grant attendance details
- Order Books

## CHAPTER 13 - SECTION 3

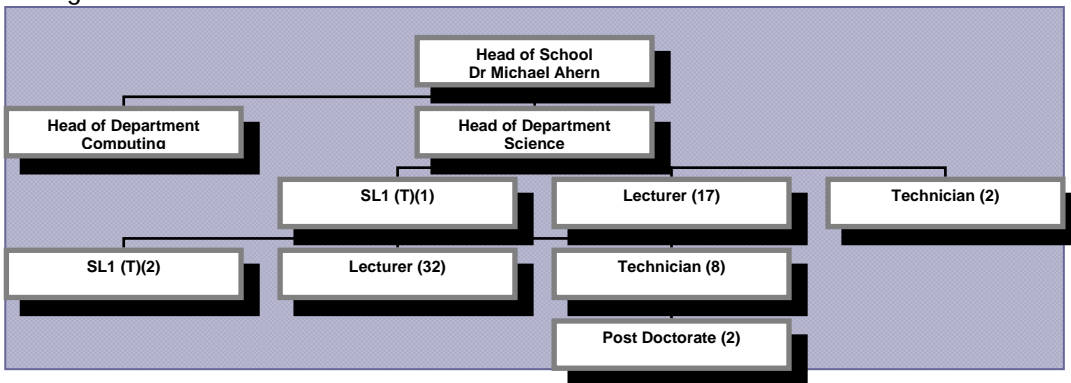
### SCHOOL OF SCIENCE

#### Aim of the School

The aim of the School of Science is to provide a dynamic, expansive, flexible and supportive environment in which students and staff are enabled to achieve their potential and in which students will acquire the skills, knowledge and professional attitudes appropriate in the new technological industries in areas of Information Technology and the Applied Sciences.

#### Overview and Structure

The School of Science at IT Tallaght consists of the Department of Applied Science and the Department of Computing. The School enrolled its first students in 1992. It currently has approximately 550 undergraduate students, 20 post-graduate students, 65 sanctioned staff posts, and accounts for approximately slightly under 25% of the full-time numbers in the college.



The overall structure of the School and the sanctioned staff levels at the 1 June 2001 is shown in the diagram above:

The Head of School and the Heads of Department form a management team within the School. They meet on a regular basis to consider strategic developments within the School and to plan significant operational matters. Issues covered by these meetings would include annual Program and Budgets planning, staff management, staffing, recruitment, planning, issues of academic import, and college issues, which impact on the running of the School.

The Head of School represents the School at the Senior Management meetings and also makes presentations on behalf of the School to the Governing Body.

The Head of School and the Heads of Department are members of the Academic and Total Management teams within the college and also of the Academic Council. In general, cross college operational issues are discussed at the Academic and Total Management team meetings.

The operational management of each department is the responsibility of the Head of Department. In this context Heads of Department are responsible for the management of budgets, physical resources, staff and course development, enhancement and delivery. Each department holds departmental meetings, which are chaired by the Head of Department. The Head of Department appraises the Head of School of any major issues arising within the department as needs arise.

There are three Senior Lecturer 1 Teaching staff in the School. They have responsibilities in areas such as academic quality and liaison with industry.

Staff in the School make a significant contribution to the management of Departments by their input to departmental meetings and course boards. They also participate in departmental teams created for specific purposes such as management of the Training of Trainers programs, the co-ordination of research teams and the various course sub-committees.

### **Role of School**

The role of the School of Science is:

- To provide high quality career focused Higher Education relevant to the needs of society
- To develop partnerships with industry and commerce
- To make available the wealth of academic and industrial research experience of our staff in support of enterprise development
- To provide special programmes and support for individuals from the wider community ensuring access and equality
- To provide an environment which fosters the professional, intellectual and personal development of our students and staff
- To conduct our dealings with students, staff, suppliers and others with integrity and in a spirit of respect for the individual

### **Institute's Role in Implementing Strategy**

The Director and Governing Body of the Institute would agree the School Strategy and Support this Strategy by:

- Budgeting / Funding
- Staff Allocation
- Physical Resource Allocation

The Services provided by the School are:

- Providing a backup service to full-time students, e.g. stamping of USIT forms, Social Welfare Forms, dealing with medical certificates, letters regarding attendance, references, dealing with enquiries, etc.
- Maintaining student files
- Dealing with enquiries from general public regarding courses or referring them to the appropriate department
- Providing an adequate administrative service to lecturing staff and Heads of Departments
- Processing of all orders from the School of Science budget and research projects and processing of corresponding invoices
- Staff References
- Dealing with correspondence relating to Department matters, updating filing system
- Preparation for and dealing with exam board meetings.

## DEPARTMENT OF APPLIED SCIENCE

Head of School	Dr Michael Ahern	Tel: 01 4042401
Head of Department	Dr Ken Carroll	Tel: 01 4042403

The Science Department consists of the disciplines of Chemistry, Physics, Biology, Pharmaceutical Science and Mathematics. To date it offers courses in Chemistry, Biology and Instrumentation and Applied Physics and from academic year 2002 onwards will offer courses in Pharmaceutical Science.

### Current Courses

The Science Department has a range of undergraduate courses and approximately 15 post-graduate research students. The emphasis throughout it's courses and research is to produce graduates who meet the applied needs of industry. The courses on offer within the Science Department for the academic year 2001/2002, are

- National Certificate in Science (Applied Biology), Full-time
- National Certificate in Science (Applied Chemistry), Full-time
- National Certificate in Science (Instrumentation & Applied Physics), Full-time
- National Diploma in Science (Bioanalysis), Full-time
- National Diploma in Science (Chemical Analysis), Full-time
- National Diploma in Science (Instrumentation & Applied Physics), Full-time
- BSc. in Bioanalytical Science, Full-time
- BSc. in Applied Chemistry, Full-time / Part-time
- National Certificate in Industrial Science (Good Manufacturing Practice & Technology)
- National Certificate in Science (Sterile Services Technology), Part-time  
Year 1 & 2
- National Diploma in Science (Sterile Services Management), Part-time

The National Certificate, National Diploma and BSc. in Chemistry have been offered in both full and ACCS mode. However, due to lack of demand only the Chemistry BSc. is now offered through the ACCS program. We are actively exploring the possibility of offering the BSc. in Bio-Analysis in part-time mode.

The Industrial Science course is a national program emanating from the Skills Shortage Initiative. It is designed to provide training for pharmaceutical production staff and involves a mixture of academic courses and placement in industry.

The courses in Sterile Services were developed jointly with the hospital and medical device sectors. They arose from an articulated need by the hospitals to provide properly validated course for workers in this are.

In September 2002 the Department will introduce:

- Graduate Diploma in Science (Pharmaceutical Production)

In September 2003 the Department will introduce a new course:

- Bachelor of Science (Pharmaceutical Science)

The Course Schedules for the courses currently on offer and the proposed new schedules are included with the course material on the College web site.

As well as the above the School of Science also carries out the following:

- Health & Safety at Work Course  
Outreach centre for UCD - transmitted by satellite
- Research & Development  
A programme of research and development carried out by Post Graduates and funded by bodies such as HEA, Enterprise Ireland, GTP (Government's Operational Program for Industrial Development) and Seed Fund - see Programmatic Review on the College web site.
- Links with Industry and the Community  
The School of Science endeavours to work closely with industry to ensure that its courses are relevant to local industry and also where appropriate to provide support to local industry.

Over the last few years we have delivered a number of short courses to industry and we would see this as something which we will develop further over the next few years.

## DEPARTMENT OF COMPUTING

Head of School	Dr Michael Ahern	Tel: 01 4042401
Head of Department	Mr Barry Feeney	Tel: 01 4042402

### Current Courses

The courses currently taught by the Computing Department are:

- National Certificate in Computing (Information Technology)
- National Diploma in Computing (Information Technology)
- BSc in Computing (Information Technology)

The National Certificate and National Diploma have been offered in both full and ACCS mode. For several years this program was offered very successfully in ACCS mode and attracted significant numbers of students. The demand for the program is still there, however shortage of qualified staff has resulted in a severe curtailment to the ACCS program.

The Department has also been active in the provision of Training of Trainers programs and from 1992 to 1999 was responsible for the management of the MA in Multimedia. It is currently responsible for the management of a number of student thesis on this program.

### Nature of Computing Courses

The courses in Computing (Information Technology) prepare students for entry to a range of careers from analyst programmer to systems designers and other senior positions by equipping them with requisite technical, business, and interpersonal skills to meet the challenging and changing requirements of the business community.

As information technology has become a strategic component of virtually all businesses there is a growing need for information systems designers who can combine systems design skills with strong interpersonal and communications skills coupled with an understanding of business functions.

Systems designers need to be able to communicate with business users in the language of business. They will need to be creative in designing solutions to the variety of problems, which can arise in modern business and they will need to appreciate and utilise the potential of information technology as a strategic component of business performance.

The courses are structured so as to produce a rounded IT professional with the appropriate balance of knowledge, skills and professional and personal attributes.

### Course Schedules

The Department of Computing developed its original suite of courses over the period 1992 to 1995. These were developed in the context of the then IT industry. In 2000 the first year of the National Certificate program was updated.

The Course Schedules for the courses currently on offer and the proposed new schedules are included with the course material on the College web site.

### Future Developments

The Department of Computing intends to continue to develop its current suite of under-graduates courses and to increase the numbers taken into these courses as and when resources become available. It is unlikely that there will be significantly extra space until the next phase

of the Institute Development Plan is implemented in 2003/04. At that time it is expected that First Year intake numbers could be increased to 180.

Over the next few years the Department of Computing intends to develop

- A taught Masters program in Interactive Multimedia
- A taught Masters in e-Commerce

As well as the above the Department of Computing is involved in Research as follows.

The Department is actively engaged in a number of research projects in the fields of interactive multimedia, virtual reality, interoperable database systems, digital image processing and e-Learning. See Programmatic Review on the College web site.

## CHAPTER 13 - SECTION 4

### SCHOOL OF ENGINEERING

#### Mission Statement

"To be a leading provider of Engineering Education in our sector and region."

#### Success in achieving the mission will be measured by:

- Being recognised by our peers as being the benchmark for engineering education in our various courses.
- Being the first choice provider of Technician (Certificate and Diploma) courses for students in our catchment area.
- Being the first choice provider of career focused technician education for industry in the Dublin region.
- Achieving retention rates that compare favourably with those of other Institutes in the sector.

#### The School of Engineering is:

- dedicated to the creation of an educational environment that allows our students fulfil their academic potential
- dedicated to the creation of an environment that allows all of our staff to enhance their professional capabilities
- dedicated to representing the engineering profession at all times in an ethical manner in keeping with professional and institutional codes of practice

#### Structure of the School of Engineering

The School of Engineering is one of 3 schools in IT Tallaght and accounts for about 25% of the full time student and staff populations. It is structured in traditional departmental fashion and is comprised of the Department of Mechanical Engineering and the Department of Electronics.

Head of School	Mr. Pat McLaughlin	4042501
Head of Dept of Electronic Engineering	Mr James Wright	4042502
Head of Dept of Mechanical Engineering	Mr Liam Costelloe	4042855

They are supported on a day-to-day basis by administrative staff.

The School currently has a full-time staff resource of 33 lecturers to deploy which includes the Head of School and Heads of Department. In addition to full-time staff the School has a variable resource of part-time or associate staff to deploy. This resource is on average equivalent to 4 full-time lecturers.

### Courses

The school offers courses at Certificate, Diploma and Degree levels. It has additionally graduated a small number of Master's level students via research using the national Applied Research Programme.

Details of courses currently offered are available in the Institute's Full- and Part-time Prospectus.

### School Management

The Head of School is responsible for the strategic development of the school within an overall institutional plan. He must annually produce budget projections for the school and once agreed ensure that the budget is adhered to. The role also requires a significant degree of liaison with external organisations such as HETAC, IEI, industry and groups in the region at large.

The Heads of Department are responsible for the efficient and effective deployment of resources within their department to provide the best service possible to students. They are budget holders in that they have devolved responsibility to control departmental budgets within the agreed school budget. They co-ordinate timetabling and manage of both the full time and significant ACCS programmes.

Three course board meetings are held each year in the Department of Mechanical Engineering and 3 per year in Electronics.

Engineering course boards have representatives from other departments who are responsible for the design and delivery of modules in business, language or communications subjects.

School Meetings are held once per year and involve the presentation and discussion of issues impacting on the schools operation in addition to items on strategic development.

The school has appointed 3 members of staff at Senior Lecturer 1 (Teaching), SLI(T). These posts were used to help the Heads of Department in identifying and implementing good teaching practice on the courses for which they are responsible.

## Mechanisms for Student Feedback

The School implements a number of initiatives.

The School operates an informal interview process with students who leave courses prior to having sat final examinations to ascertain the reasons for their decisions.

Heads of Department meet periodically with Students Union representatives to discuss issues that may be impacting on students' performance.

Tutorial, practical or project sessions also provides a mechanism for feedback. Individual students meet with lecturers to discuss issues such as quality of course delivery and continuous assessment.

## Best Practice Initiatives

The School aspires to identifying international best practice in the key areas of operation. This is a role undertaken by the Head of School and the Heads of Department. A Standard Operating Procedure is being developed in this area.

An example is the introduction of a "Teaching Manual" for staff that will draw on existing best practice that may be adapted to suit our needs within the School of Engineering.

The draft manual deals with issues such as:

- The Process of Learning
- Good Teaching Practice
- Assessment
- Course Design
- Lecture Planning
- Communication & Equality
- The Importance of the First Weeks
- Motivation
- Stress
- The Work Environment
- Student Code of Conduct

All new staff attend a short course on teaching methods.

## Exchange Programmes and International Links

The School has developed international links with other academic institutions within Europe and the United States. The Department of Mechanical and Manufacturing Engineering has a formal student and staff exchange link with the following organisations under the EU Socrates initiative:

- Fachhochschule Hamburg, Germany
- IUT Besançon, France
- University of Portsmouth, England
- University of Coimbra, Portugal
- Fachhochschule Schmalkalden, Germany

The Department of Electronics has established links with a number of US colleges via its links with Intel. These links are generally used for curriculum development purposes. Contacts include:

- Santa Fe Community College, New Mexico
- TVI, Albuquerque, New Mexico
- San Jose Community College, California
- Santa Clara Community College, California
- Portland Community College, Oregon

### Links with Industry

The School has pursued links with industry on a range of fronts including:

- Partnership with local industry with regard to course development and student placement.
- Partnership with local industry in workforce and labour pool development.
- Partnership in joint ventures.

### Partners in Workforce Development

To make courses more relevant to specific industries, the School of Engineering has modified specific courses with the agreement of HETAC. For example, some of the existing course modules were made more specific to Intel and delivered cyclically to suit their shift patterns. Also, courses are delivered in-company and some modules are delivered in the summer.

We are Intel Ireland's biggest providers of continuing education. The same approach has laterally been used to agree courses with Merck Sharp & Dohme in Clonmel, Hewlett-Packard in Leixlip and more recently with IBM and Motorola.

The ODL system provides notes, supports whiteboarding techniques, uses teleconferencing and allows students access some of our simulation systems over the Internet.

In addition to company-specific workforce development courses we have developed an ACCS programme for individual worker/student participation and have significant numbers of students from the region participating on this part-time course model. The courses are normally offered in the evenings and on a Saturday morning over 2 semesters.

We have developed programmes to enable members of the long-term unemployed to return to the labour market. Our foundation courses are designed to reintroduce people to study and afford them the opportunity of entering our certificate programmes to gain a qualification that will help lead to employment.

We have enabled local industry to participate on Irish and European training and development initiatives under the following headings:

- Euroform (1994)  
Statistical Process Control - a course for SMEs
- NOW (1996)  
Training in electronics for women rejoining the workforce
- Leonardo (ongoing)  
Training modules in Environmental Technology  
Training modules in Statistical Process Control

- Adapt (1996)  
Change Management for SMEs
- Ten-Telecom  
Telecommunications Training for SMEs (on-going)

We have just developed a national syllabus for the semiconductor manufacturing industry in concert with companies located in Leinster, Connaght and Munster. This course is a direct response to the changing needs of employers in the electronic manufacturing sector.

### Partners in Joint Ventures

We have the distinction of being the first School of Engineering within the sector to enter into a joint venture with 2 worldclass manufacturing companies to enhance our ability to produce work-ready engineering technicians. With Intel and Hewlett-Packard we established the Technician Development Centre in 1997 with a joint investment of IR£1M.

### Industry as a Resource Centre

We have used industry as a resource for lecturing and we currently employ about 25 part-time lecturers from a range of companies in the region to lecture on our full and part time courses. This aspect of our make-up facilitates continuous improvement of our courses and content as the part time staff interact with their full time colleagues and share experiences on industry and lecturing.

### Links with Business

We have established links to the wider business community in the region via the local Chamber of Commerce. Our interaction has tended to be modest and focused primarily on acquiring interview panel members with Human Resource Management experience for staff interviews, or sponsoring student prizes for graduation events. The School is open to approaches from the business community in general and where we identify an opportunity for collaboration we will as always proactively make contact with the business community.

### Links with the Community

We have a number of contact points with the community at large. Through our school visits scheme we get to talk to a wide range of second level students about the course and career opportunities offered by the school of engineering. A structured visits system is in place that ensures that we cover the majority of schools in our catchment area.

We have made special arrangements with 2 local schools to allow students from their Post Leaving Certificate (PLC) courses in engineering to be admitted, subject to appropriate performance, to the first year of the certificate courses in engineering. The school of engineering has advised the schools on the curriculum and staff members act as external examiners. The schools in question are Greenhills Community School and Clogher Road Community School.

### Adult Education

The School has no formal adult education programmes. Under an Institute initiative for adult education it has supported the delivery of a number of foundation modules and accepts students passing these modules onto its certificate courses. The numbers coming through have been

modest - of the order of 2 to 3 per year - but this reflects the fact that most adults embarking on the foundation courses wish to progress to courses in the "softer skills" areas such as business or languages.

Informally, the school interacts with hundreds of adult learners via its in-company and part-time course programmes. The general level of performance of cohorts of students from these courses surpasses that of their full time equivalents.

Adult learners create a different challenge for staff than full time students and we are at present looking at issues associated with adult learning in order to modify our teaching strategies for this cohort.

### **Health and Safety**

In accordance with Health and Safety legislation we have conducted a Risk Analysis and Hazard Identification (RAHI) for each laboratory within the school and the TDC.

The Institute has a Health and Safety Committee that recommends policy to the Senior Management Team. A parent safety statement for the Institute has been developed for the institute and all engineering documentation and controls developed is in keeping with the requirements of the parent safety statement.

Each laboratory statement has been developed by the technicians and staff who primarily work in the area under the co-ordination of the relevant Head of Department. However, each member of staff is encouraged to make H&S submissions as the opportunity arises.

We have in addition hired external consultants (NIFAST) to undertake a safety audit of all engineering facilities and acted on the recommendations in the report. The executive summary is included in Appendix 5.

Students are made aware of the safety requirements for each laboratory and for each item of equipment therein and know that behaviour likely to endanger them or others will not be tolerated. Sanctions have been taken against students who have breached our health and safety code.

## CHAPTER 13 - SECTION 5

### OFFICE OF THE REGISTRAR

#### Description

The Registrar has responsibility for all academic matters in the Institute. Of particular importance is the Registrars role in academic quality assurance, academic development, planning and review, together with the study, formulation and co-ordination of academic policies and procedures. The Registrars responsibilities also include the organisation of the business of academic committees, particularly the Academic Council. The Registrar's Office is responsible for Student Services including, Access Office, Sports Office, Careers and Appointments Office, Graduation, Student Health Services, Disability Services, Library, Examinations, Admissions, Counselling and Chaplaincy Services.

The Registrars Office has broad categories of responsibility. It has particular Institute wide responsibility for academic affairs and for services supportive of the academic programme. The following are the main divisions within the Registrar's Office.

- Academic Administration, (including Admissions, Registration and Examinations) and Student Affairs
- Library
- Computing and Reprographics

These are detailed in the following sections.

#### Structure of Office

Name/Title	Phone	Fax	Email
Mr John Vickery Registrar	4042222	4042223	<a href="mailto:John.vickery@it-tallaght.ie">John.vickery@it-tallaght.ie</a>
Mr Vincent Lennon Academic Administration & Student Affairs Manager	4042114	4042223	<a href="mailto:Vincent.lennon@it-tallaght.ie">Vincent.lennon@it-tallaght.ie</a>
Ms Gillian Kerins <i>Institute Librarian</i>	4042201	4042700	<a href="mailto:Gillian.kerins@it-tallaght.ie">Gillian.kerins@it-tallaght.ie</a>
John Hannigan IT Manager  Computing, AV & Reprographics	4042624	4042223	<a href="mailto:John.hannigan@it-tallaght.ie">John.hannigan@it-tallaght.ie</a>

Each of the above divisions is supported by a number of staff

#### Services provided

The Registrar's Office administers all aspects of student academic progress from admission through to graduation. Included among its activities are school liaison, publications, and interaction with the Central Applications Office, admissions, registration, student records, examinations, and conferrings.

#### How to avail of services

Services can be availed of by contacting the Registrar's Office directly, (see contact details below).

### Information available

- HETAC Marks and Standards
- Procedures for the discussion, checking and Appeal of Examination Results
- Institute Prospectus
- Institute Student Handbook

### Appeals/complaints procedures

If you wish to make an appeal or a complaint regarding a decision of the Registrar's Office please contact the Registrar in the first instance.

### Classes of records held

Student files/records  
Examination results  
Financial files  
Health and safety statement  
Computer records  
Procurement files  
Medical records - students  
Institute Regulations

Contact for further information: Mr John Vickery  
Registrar  
Tel: +353 1 4042220  
Fax: +353 1 4042223  
Email [john.vickery@it-tallaght.ie](mailto:john.vickery@it-tallaght.ie)

The Academic Administration division is broken up into the undernoted main areas

- Admissions and Registration
- Examinations
- Access Office

## SECTION 5.1 STUDENT SERVICES

### ADMISSIONS AND REGISTRATION OFFICE

#### Description

The role of the Admissions and Registration office is to support the Institute by providing an admissions and registrations function within the context of overall Institute policy.

#### Services provided

- Assessment of applications for admission to undergraduate programmes.
- Promotion of the institute's programmes of study.
- Representing the institute at careers events and schools on a national basis and evaluate the effectiveness of such activity.
- Presentations and information sessions for groups.
- Networking with community, voluntary and statutory organisations.
- Working with other members of academic and administrative staff in the promotion of the institute's programmes of study to schools, parents and the general public.
- Responding to enquiries in person, by telephone, fax, e-mail.
- Preparation of the necessary registrar's business documentation for approval by the various faculties and academic council.
- Arranging interviews as necessary e.g. Mature student admission.
- Providing an input into the production of the institute's publications (e.g. Prospectus, faculty and subject leaflets, student handbooks etc.)
- Co-ordination of the institute's open days and other events throughout the year.
- Implementing the institute's ratings for the assessment of central applications office applications.
- Participation on various institute committees.
- Registration of all full and part time students who have completed the admissions process.

#### How to avail of services

The Admissions Office has contact with the public principally in the area of recruitment of students through public advertisement and schools' liaison activities, and the provision of information to members of the public wishing to obtain admission to the Institute.

Services can be availed of by contacting the admissions Office directly (see contact details below).

#### Information Available

- Central Applications Office Handbook
- Institute Student Handbook
- Institute Prospectus, Faculty and Subject Leaflets

#### Appeals/ Complaints procedures:

If you wish to make an appeal or a complaint regarding a decision of the Admissions Office please contact the Admissions Officer in the first instance.

## Classes of records held

Student registration details, both in hard copy and electronically  
Electronic CAO student admission records for 1<sup>st</sup> year students  
Student application forms for subsequent years  
Financial files  
Minutes of meetings  
Computer records  
Institute/ Department policy statements

**Contact for further information:** Vincent Lennon  
Academic Administration and  
Student Affairs Manager  
Tel: +353 14042114  
Fax: +353 14042223  
Email: [vincent.lennon@it-tallaght.ie](mailto:vincent.lennon@it-tallaght.ie)

## SECTION 5.1 - EXAMINATIONS OFFICE

### Description

The Examinations Office is responsible for the conduct of the examinations in the Institute. It administers the examination process from receipt of entries through to issuing of results. This work includes organisation of staffing, venues and materials for the examinations proper; provision of special facilities for candidates who have special needs; compilation of results and the issuing of result transcripts. Institute examinations are organised on a semester basis with three main sessions each year - January, May and August.

### Services provided

- Prepare Examination stationery
- Hire examination venues, facilities and transport
- Hire and brief staff employed for the period of examinations
- Ensure examination halls are prepared for examinations
- Make provision for disabled Students or students who are ill during examinations:
- Manage security and distribution of examination papers and scripts
- Prepare examination results
- Update publications concerning the Examinations Office
- Maintain Student examination records
- Manage MSc and PhD Thesis process
- Prepare examinations statistics

### How to avail of services

Services can be availed of by contacting the Examinations Office directly (see contact details below)

### Information available

HETAC Marks and Standards

Rules and Regulations

Procedures in Examinations Hall

Institutes Examinations Regulations & notices

Procedures for the discussion, checking and appeal of Examination Results

PhD Regulations - Entry Requirements and application procedures

Recommendations for the presentation of Major Postgraduate Theses (Masters)

Examination Papers

Records relating to examination candidates.

Records relating to staff employed in the running of the examinations, Superintendents, Examiners, etc.

### Appeals /complaints procedures

If you wish to make an appeal or a complaint regarding a decision of the Examinations Office please contact the Examinations Officer in the first instance.

### Classes of records held

Examination scripts/results/mark sheets

Contact for further information: Brendan Harte  
Examinations Office  
Phone: 01 4042131 Fax: 01 4042223  
Email: [Brendan.Harte@it-tallaght.ie](mailto:Brendan.Harte@it-tallaght.ie)

## SECTION 5.1 - ACCESS OFFICE

### Description

The Access Office has responsibility for promoting Institute access for non-traditional entrants, including those with disabilities, those from disadvantaged socio-economic backgrounds, mature students, refugees / asylum seekers, lone parents, early school leavers. The Office identifies and establishes links with disadvantaged schools and communities.

### Services provided

The Access Office provides various services for students including the following:

- Promoting initiatives with Primary and Secondary schools
- Providing support workshops/seminars for Access students
- Meeting students regularly on one to one basis
- Monitoring students progress
- Exploring alternate access entry routes to the Institute
- Financial assistance from the ESF Student Assistance Fund

### How to avail of services

Services can be availed of by contacting the Access Office directly. (See contact details below)

### Information available

Student files/records  
Minutes of meetings  
European Social Funding Disadvantaged / Access Forms;  
European Social Funding Disability Applications  
Financial Records  
Student Entitlement Leaflets  
Disability Applications

### Appeals/complaints procedures

If you wish to make an appeal or a complaint regarding a decision of the Access Office please contact the Access Officer in the first instance.

### Classes of records held

Student files  
Financial files  
Minutes of meetings  
Computer records  
Medical records/files  
Institute/ Department policy statements  
Legislation, Regulations and circulars  
Research files/ records

Contact for further information: Maggie Ryan  
Access Officer  
Tel: 01 - 4042173  
Fax: 01 - 4042223  
Email: [maggie.ryan@it-tallaght.ie](mailto:maggie.ryan@it-tallaght.ie)

## SECTION 5.1 - STUDENT AFFAIRS

### Description

The function of the Student Affairs is to provide a comprehensive and caring service to help students to achieve their full academic and personal potential. The division provides a wide range of support structure for students including the following:

- Accommodation
- Careers and Appointments
- Chaplaincy
- Counselling
- Health
- Sports and Recreation

### Accommodation Service

The function of the accommodation service is to facilitate initial contact between students and those providing accommodation in the area. It does this by publishing an annual accommodation register for student and by providing ongoing advice and information to students.

### Careers and Appointments Service

The function of the Careers and Appointments Service is to provide a comprehensive career information and job counselling service for students and graduates. The service which is full time, aims to provide up to date information and advice for students on matters relating to career choice, further studies and employment

### Chaplaincy

The function of the Chaplaincy service is to facilitate the social, human and especially the spiritual development of students within the context of their religious traditions, all of which are equally esteemed. A full time Catholic Chaplain and a part time Church of Ireland Chaplain provide the service.

### Counselling Service

The function of the counselling service is to provide a safe and supportive environment for students to come and talk about any issues that are bothering them. The service is full time, professional, confidential and free. As well as working individually with students the service provides a variety of workshops on such areas as study skills, exam techniques, stress management and assertiveness.

### Health Service

The function of the Health Service is to provide an on campus primary medical care service for students with an emphasis on preventative medicine, occupational health and health education. Two nurses, [full time and part time] and a Doctor who attends the institute on three days per week provide the service.

### Sports and Recreation

The function of the Sports and Recreation service is to get students involved in the ever growing sports and recreation programme - whether for sporting purposes, relaxation, for health benefits

or for simple enjoyment. The service, which is fulltime and aims to have a positive and enhancing effect on students, makes excellent use of a wide range of local facilities pending the provision of facilities on campus.

### How to avail of services

Services can be availed of by contacting the relevant Officer (see contact details below).

### Information Available

Student Handbook  
 Individual Service leaflets  
 Sports and Recreation Handbook  
 Guidelines for Clubs and Societies

### Appeals and Complaints procedures

*If you wish to make an appeal or a complaint regarding a decision of any of the above services please contact the relevant officer in the first instance. [See below for details]*

### Classes of records held

Careers and Appointments Office hold student, graduate and employers records.  
 Chaplaincy holds records for student support funds  
 Student Health Services hold student medical records, accident records  
 Student Counselling Service holds client records  
 Budgets and Expenditure for Student Services  
 Student Services Committee Minutes and records  
 Clubs and Societies records  
 Sports and Recreation service activities and payments records  
 Minutes of Meetings

### Contacts for further information:

Office	Name	Phone	Fax	Email
Accommodation	Celia Lynch	01 4042162	01 4042223	<a href="mailto:cylia.lynch@it-tallaght.ie">cylia.lynch@it-tallaght.ie</a>
Careers and Appointments	Marie Kielty	01 4042561	01 4042223	<a href="mailto:mary.kielty@it-tallaght.ie">mary.kielty@it-tallaght.ie</a>
Chaplaincy	Fr Martin Dolan	01 4042615	01 4042700	<a href="mailto:Martin.dolan@it-tallaght.ie">Martin.dolan@it-tallaght.ie</a>
	Rev William Deverrell	086 8030239	01 4042700	
Counselling	Aisling O'Brien	01 4042635	01 4042223	<a href="mailto:aisling.obrien@it-tallaght.ie">aisling.obrien@it-tallaght.ie</a>
Health	Orlagh Fleming/Michelle Cresswell	01 4042613	01 4042700	<a href="mailto:orlagh.fleming@it-tallaght.ie">orlagh.fleming@it-tallaght.ie</a>
Sports & Recreation	Tim O' Connor	01 4042550	01 4042700	<a href="mailto:tim.oconnor@it-tallaght.ie">tim.oconnor@it-tallaght.ie</a>

## SECTION 5.2 - LIBRARY

### Role of The Library

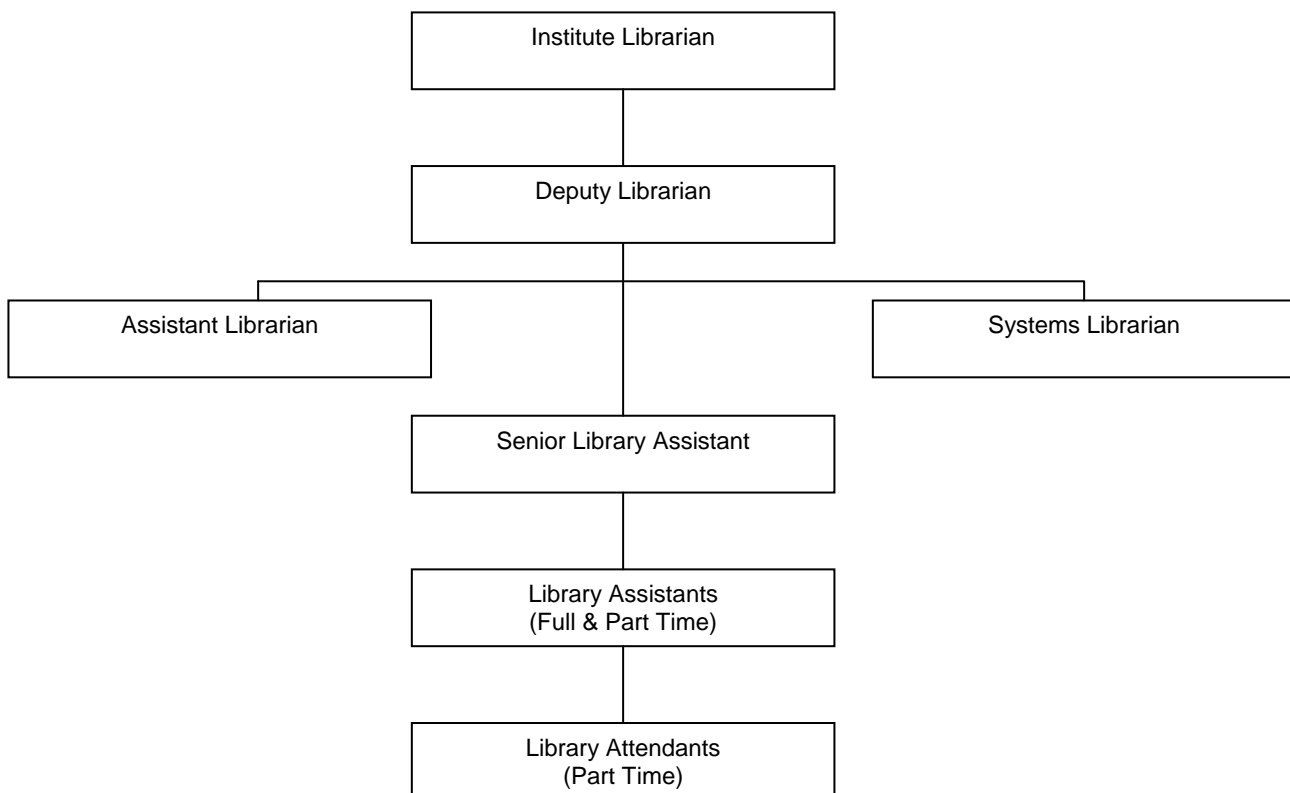
The role of the library service is to:

- acquire, organise and provide access to relevant materials and information sources by a variety of means including print materials and electronic resources
- provide adequate, up-to-date materials without undue reliance on other libraries and external sources
- provide space conducive to study enabling users to access all library materials
- promote the education of all users so that they acquire the ability to source, retrieve and exploit material for themselves
- manage the selection, cataloguing and maintenance of the library's collections
- cater for students with special needs

### Institute's Role In Implementing The Strategy

All academic departments co-operate with the library in ensuring that it provides an environment and materials conducive to study and learning.

### Structure Of Library



## Senior Library Staff

### **Institute Librarian (Acting)**

Gillian Kerins, B.Soc.Sci, HDipLIS

The Institute Librarian is a member of Academic Council and Total Management Team.

### **Deputy Librarian**

Vacant

### **Assistant Librarian**

Philip Russell, B.A., HDipLIS

### **Systems Librarian**

Niamh Walker, B.A., HDipLIS

### **Senior Library Assistant**

Jennifer Ball, B.A (Natural Science), Dip. Environ.Res.Mgmt

## Services Provided By The Library

Reader Services include:

- Book borrowing (issues, returns, reservations)
- Inter-library loans (ILLs)
- Book-able group-work rooms
- Self-service checkout for out of service hours
- Information services plus user guides

Collection management and development:

- Cataloguing and classifying all materials
- Developing a quality library collection including: general collections, audio-visual materials and video recordings, reference collection, past examination papers, student projects, etc.

Electronic information services:

- CD-ROMs
- Internet access
- Online full-text databases (including Infotrac, Science Direct and FactFinder)
- Web based library catalogue to facilitate offsite browsing for library users
- Study and resources web-site
- Electronic links page to writing and citation guides

Services for users with special needs:

- Assistive technology room. Facilities include PC with assistive technology software, wheelchair adjustable desks (electronic), scanning facilities, printing facilities, Aladdin reader.
- Flexible loan periods

### **Details Of External Links**

The library participates in schemes such as the Inter-Library Loan system provided by the British Library, and in sending materials to, and receiving from, other academic libraries in the UK and Ireland. The Library has implemented the Millennium Library System, which is part of the nationwide roll-out of a common library management system (LMS) to all Institutes of Technology in Ireland. The project is centrally coordinated by the An Cheim libraries project office.

Libraries also co-operate by issuing letters of introduction to students attending other libraries. We also receive students formally introduced by other libraries.

Library staff are also active on regional, national and professional library co-operatives and committees, including:

- Acquisitions Group of Ireland (AGI)
- Bibliographic Standards Working Group
- Council of IT librarians
- Irish Innovative Users Group (IIUG)
- Library Association of Ireland (LAI)
- LIR (library group of HEAnet)
- Tall24 (regional library and information co-operative)

### **Classes Of Records Held By The Library**

Annual Reports

Audio-Visual Materials

Careers Information

Past Examination Papers

General Collections

Government Publications

Library guides

Journals

Maps

Magazines (foreign languages)

Newspapers

Student Projects

Reference collection

Short loan collection

Video Recordings

#### **Library System Data - Millennium**

- Patron records
- Item records
- Bibliographic records
- Journal check-in and holdings records

#### **Management Information**

- Monthly circulation statistics
- ILL statistics
- Serial Holdings

- Library spends

#### Other Databases

- External Borrowers
- Restricted Loans
- Book Orders

#### Other Records

- Staff attendance
- Study Room Bookings
- Inter-Library Loans Documents
- Journal Holdings Records

### Operational and Administrative Files

#### Archives

Old College Publications including Prospectuses, Student Handbooks, etc.

IT Tallaght PC Applications Manual

Conferring Brochures

Department of Mechanical Engineering Communications Module Library Course Outlines

Library Statistics Reports

Periodicals catalogues (other colleges)

Back-up Diskettes

Library Bye Laws 1998

Library Department Correspondence

Correspondence relating to Library Committees

#### Librarian's Correspondence covering inter alia:

Book Aid

Budget

CHEST Ireland

Copyright

Correspondence with Book Suppliers

Council of IT Librarians

Grant Applications

South Dublin County Enterprise Board

Students with Special Needs

Copies of invoices, book orders, statements etc.

### Glossary Of Terms Used

AGI:	Acquisitions Group of Ireland
CHEST Ireland:	Combined Higher Education Software Team
HEAnet:	Research and education network. An incorporated company
ILL:	Inter-library loans
IIUG:	Irish Innovative Users Group
LAI:	Library Association of Ireland
LMS:	Library Management System
Millennium:	Brand name of Innovative Interfaces Inc., library management system.
MIS:	Management Information Systems
Tall24:	Network of librarians working in the Tallaght area

## SECTION 5.3 - COMPUTING SERVICES DEPARTMENT

### General Functions of the Department

The function of the Computing Services Department is to provide comprehensive Information Technology (IT) services and support to the Institute. These include:

- The operation, support, maintenance and enhancement of existing computer systems including email, internet access, central storage, finance, student database and library.
- Management and support of all networking for the Institute.
- Procurement of IT hardware and software and lab computing consumables.
- Development and review of Institute computing strategy and codes of practice and acceptable usage policies.
- Provision of technical support to student and staff computing facilities.
- Provision of Web development and support.
- Management of Reprographic Services Centre.

### Structure of the Department

Information Technology Manager:

Mr John Hannigan      Tel: 4042624      Fax: 4042223      Email: [john.hannigan@it-tallaght.ie](mailto:john.hannigan@it-tallaght.ie)

He is supported in the day-to-day working of the Department by Technician and Administrative staff and a Web Developer.

### Classes of records held by the Computing Services Department:

- Student and Staff logon User ID and email addresses
- Student and Staff server based data storage (including server based email)
- Supplier Information
- Tender Notices and Tender Documentation
- Tender Replies and Tender Selection Information
- Contract Details
- IT security and contingency planning information
- IT Planning information
- Information on involvement and contact with external bodies.
- Minutes of meetings
- Software Licenses
- Equipment Register

## SECTION 6 OFFICE OF THE SECRETARY/FINANCIAL CONTROLLER

### Role of the Department

- The Secretariat is responsible for the management of the functions and personnel in the Finance, Human Resources, and Freedom of Information Departments.
- The Secretariat provides an administrative and secretarial service to the Governing Body of the Institute (refer to Chapter 8.1)
- The Secretary/Financial Controller is the Institute's Health and Safety Officer.

### Structure of the Department

Secretary/Financial Controller	Thomas Stone	4042113	<a href="mailto:thomas.stone@it-tallaght.ie">thomas.stone@it-tallaght.ie</a>
Secretary	Sabrina Lacey	4042650	<a href="mailto:sabrina.lacey@it-tallaght.ie">sabrina.lacey@it-tallaght.ie</a>

### Direct Reports:

- Finance Manager
- Human Resources Manager
- Information Officer

### Services Provided by the Department

The Secretary/Financial Controller has a primary role in communications with the Department of Education and Science, the Institute's legal and insurance advisers and the Governing Body.

The Secretary/Financial Controller is in overall charge of the Human Resources Department, Finance Department, and Freedom of Information Office. Details of these services can be found in Chapters 6.1, 6.2 and 6.4 respectively.

In addition the following responsibilities fall within the remit of the Secretary/Financial Controller:

1. The Secretary/Financial Controller liaises with external and internal auditors.
2. The Secretary/Financial Controller liaises with South Dublin Chamber of Commerce on planning and other issues.
3. Legal Affairs

The Secretary/Financial Controller is responsible for the management of the legal affairs of the Institute.

4. Insurance Administration

The Secretary/Financial Controller is responsible for the administration of all insurance matters within the Institute and liaising with Insurers to update and amend policies as appropriate.

5. Health and Safety

The Institute has developed a Safety Statement based on the identification of hazards,

assessment of risks and the identification of controls employed to ameliorate these risks. The Safety Statement comprises a Parent Safety Statement with accompanying statements from the Schools. The first statement was completed in 1995. It had its first review in 97/98 with the first revision published in February 1998. The Safety Statement is available in the Library and in each School office. In 1999 an audit was conducted on the current Safety Statement by a firm of well-known safety consultants. This audit underpins the revision, which is currently ongoing on an Institute-wide basis.

Safety and Health Monitoring and Review - The Institute, as a matter of procedure regularly monitors various aspects of safety and health.

Accident/Incident Records - A centralised comprehensive structure within the Institute was put in place in 1998 to enable the accurate recording of accidents/incidents. As a result very reliable statistics can be obtained which help identify accidents by type.

#### 6. Secretariat to Governing Body

The Secretary/Financial Controller provides the secretariat to the Institute's Governing Body.

#### Classes of Records held in the Department

- Correspondence with the Department of Education and Science regarding Finance, Human Resources, Facilities, Education Centre
- Circular Letters from the Department of Education and Science
- Correspondence with the Institute's Legal Advisers and details with regard to Individual Cases
- Policies and Correspondence with the Institute's Insurers
- Governing Body - Minutes of Meetings, Details of Election to Governing Body, Policies, Presentations to Governing Body
- Other Minutes - Secretary/Financial Controllers Group, Finance Officers Group, Health and Safety Committee

#### General

- Master Development Plan
- Travel Approval Forms
- Correspondence with the Institute's Architects and other professional advisers
- Correspondence with the Controller and Auditor General and contract auditors
- Correspondence with Institute Bankers
- MIS
- Correspondence with South Dublin County Council
- Correspondence regarding GrowCorp, Citywest

**SECTION 6.1**  
**HUMAN RESOURCES DEPARTMENT**

**Role of the Department**

The HR Department is concerned with all aspects of the management and development of Human Resources within Institute of Technology Tallaght which includes the recruitment, management and development of all staff in the employment of Institute of Technology, Tallaght.

The workforce currently consists of approximately 260 lecturing staff: 160 full-time and 100 part-time (during the academic year), together with 100 support staff (comprising of building services, clerical/administrative, library and technicians) and 20 management.

The HR Department's roles can be categorized as follows:

1. Personnel Administration
2. Recruitment
3. Training and Staff Development
4. Superannuation
5. Industrial Relations

**Staff of the Human Resources Department**      **Telephone**

Michael Quinlan, Human Resources Manager	4042120
Gerard Proudfoot, Senior Staff Officer	4042705

The Human Resources Department is a component of the Secretariat and reports to the Secretary/Financial Controller.

## Services Provided by the Human Resources Department

### 1. Personnel Administration

The Human Resources Department is responsible for the overseeing the Institute's personnel policies, procedures and practices.

Personnel Administration includes:

- the recording and overseeing of:
  - annual leave
  - sick leave
  - job-sharing and career break arrangements
  - annual increments
- reporting to the Senior Management Team
- maintaining and updating individual personnel files.

### 2. Recruitment

The Department of Education & Science determines the overall staff levels within which the Institute can operate. The Institute's manpower planning is based on the needs of the organisation within the limitations imposed on it.

Manpower planning comprises the management of permanent staff recruitment in the Institute within legislative guidelines together with the regulations established by the Minister for Education and Science.

All permanent vacancies are advertised in the national press and on the Institute's website.

Pay scales for approved posts and grades within posts are established by the Department of Education and Science with the approval of the Department of Finance.

Qualifications for approved posts are determined by the Directors of the Institutes within Department guidelines and incorporate agreements reached with the various staff unions on a national basis. Shortlisted applicants are then interviewed by a selection board whose determination is subject to ratification by the Institute's Governing Body. The Human Resources Department has responsibility for issuing all correspondence and record keeping relating to recruitment.

The Human Resources Department ensures that the Institute complies with current employment, equality and other appropriate legislation. It provides specialist support and advice on employment matters and related legislation to all levels of management in the Institute. It has a responsibility to manage and evaluate Institute selection policies, recruitment and appointment procedures to ensure compliance with Department of Education and Science and Institute regulations while implementing best practice assessment and selection techniques.

### 3. Training and Staff Development

The Human Resources Department promotes, implements and manages agreed staff development policies in the Institute in consultation with Heads of Function. The Department arranges training courses for Institute staff with the emphasis placed on the needs of each individual Department. Training and development of staff may be carried out on-the-job, at formal 'in house' courses or at courses provided by professional external training agencies. The Human Resources Department is also responsible for the induction of new employees in consultation with Heads of Function.

#### 4. Superannuation

The Human Resources Department is responsible for the implementation of the Local Government Superannuation Scheme within the Institute. This involves the recording of reckonable service of all Permanent Officers and Employees. All Institute members of the Scheme are kept informed of their entitlements and benefits.

Pension entitlements for Officers and Employees of the Institute are governed by the Local Government Superannuation Acts. This Scheme has moved under the jurisdiction of the Department of Education and Science, having previously been maintained by the Department of the Environment.

Explanatory Handbooks are available and are distributed to each new qualifying staff member.

A Register of Pensionable Staff and their service is maintained.

#### 5. Industrial Relations

The Human Resources Department is involved in all aspects of Industrial Relations in the Institute and all its enterprises and liaises with the Department of Education and Science and the Council of Directors as necessary.

The staff and their representatives are met on a regular basis to discuss issues that arise from time to time.

#### Classes of Records held in the Human Resources Department

Personnel Records	Employment history Medical Information Leave (Career Break, Parental, Maternity, illness/sick certificates) Attendance Training Disciplinary Salary increments Application Form Documentary evidence of qualifications, etc. Contracts of employment Letters of offer Individual correspondence
Reports	Tri-monthly report for Central Statistics Office. Annual returns on staffing levels to the Dept of Education and Science
Recruitment & Selection	Advertisements Job Descriptions Application Forms Shortlisting Record Interview Report Forms Selection Board Recommendations
Administration	Letters of Staffing establishment from the Dept of Education and Science Dept of Education and Science Circulars Agreements with Staff Representative Bodies Pay Scales as provided by the Dept of Education and Science Guidelines on Personnel Policies & Procedures Personnel Policies

Industrial Relations	Minutes of Meetings Correspondence with Local and National Union representatives Correspondence with the Dept of Education and Science Correspondence with Council of Directors Copies of Employment Legislation
Superannuation	Certificates of Service Returns to the Dept of Education and Science Details of the Local Government Superannuation Scheme Benefit Statements Departmental Circulars Staff Register
Training	Details of Courses attended (held on individual Personnel Files) Training Budget and related correspondence Applications for Higher Degree support subsidy Draft Training Policy
General	Correspondence with Human Resources Managers in other Institutes of Technology

## SECTION 6.2 FINANCE DEPARTMENT

### Description

The Finance Department is responsible for the day to day management of the financial function of the Institute and all its enterprises. This encompasses monitoring and control of income and expenditure in all areas. It also plans and implements appropriate budgetary control systems in accordance with the Regional Technical College's Act, 1992 and other relevant Acts and Regulations and in accordance with Institute policy and procedures.

RTC Tallaght was established as a separate legal entity under the provisions of the Regional Technical Colleges Act. It is a corporation sole, which means that it can sue and be sued in its own right. The Act sets out the membership and functions of the Colleges, the function of the Governing Body and Academic Council, the role of the Director, various provisions in relation to staff and specific requirements in respect of programmes and budgets, annual reports, information and grants.

The Institute is required to submit, on or before 1 March in each year, operational programmes for the next two following academic years together with the budget as agreed by the Governing Body for the current financial year. This submission is routed to the relevant VEC which, in its turn after any necessary consultation with the Institute, submits it to the Minister for Education and Science for approval. The Minister in his or her turn, approves the programmes and budget with or without modification.

- The Minister has power to impose a budget where an Institute does not submit one in accordance with the Act.
- Although the Director is the defined Chief Accounting Officer under the Act, in practice the Secretary/Financial Controller and his staff, are responsible for ensuring that the College operates financial and other systems to ensure that the College does not depart in any material way from the budget approved or imposed by the Minister.
- The Department of Education and Science monitors the College's conformance to the Minister's requirements by prescribing various interim monitoring reports and other statistical and information requirements. As well, the Comptroller and Auditor General audits the accounts of the College in accordance with best practice. The format of the accounts is prescribed by the Department and in general mirrors the formats prescribed under the Companies Acts.

### Senior Staff in the Finance Department

NAME	POSITION	TELEPHONE
Thomas Stone	Secretary/Financial Controller	4042113
Catherine Bruen	Finance Manager	4042130
Irene Cooney	Administrative Officer	4042125

The day to day operations of the Department are conducted by Staff Officers, Assistant Staff Officers and Clerical Officers reporting to the above.

## Services Provided by the Finance Department

### Expenditure:

**Payroll:** Payroll Section is responsible for the payment of salaries and wages, the administration of the Local Government Superannuation code and the discharge of Statutory and non-statutory deductions. Payroll accounts for a significant proportion of the overall expenditure of the Institute.

Weekly Payroll - Approximately 130 employees  
Monthly Payroll - Approximately 174 employees  
Associate Payroll (Part-time teaching hours) - Number on payroll varies from month to month

**Student Grants:** Payment of student grants as authorised by the Vocational Educational Committees. In 2001, approx. 425 students qualified for grant payments.

**Travelling and Maintenance Expenses:** Calculation and payment of staff travelling & maintenance expenses in accordance with the regulations of the Department of Finance.

**Creditors:** Payment of creditors for goods and services. Compliance with the Prompt Payment of Accounts Act 1997 and Tax Clearance Procedures. Implementation of Withholding Tax and VAT regulations.

### Income:

**Full and Part-Time Fees:** Receipt and reconciliation of course fees.

**Government Grants and Sundry Income:** Receipt and allocation of operating income.

**Debtors:** Issuing of invoices and collection of amounts due.

**Banking:** Operation and reconciliation of all Institute Bank Accounts in accordance with mandate.

**Projects:** Recording of financial information on the various projects ongoing in the Institute, e.g. Research & Development, European funded projects, Staff Development Programmes, Graduate Training Programmes, etc.

**Financial Accounting:** Preparation of annual accounts, estimates, budget reports, maintenance of Asset Register and such financial or other submissions as may be required from time to time by the Institute, Department of Education and Science, Auditors and other organisations.

## **Payment of Accounts**

All payments are processed and made by this Department for both capital and revenue expenditure. In all cases where the cumulative annual value of purchases/orders from an individual firm is likely to exceed IRE5,000, a Tax Clearance Certificate must be sought unless the supplier is the holder of a Sub-Contractor's C2 Certificate.

## **Withholding Tax**

Withholding Tax at the prescribed rate (currently 20%) is also deductible at source from payment of professional services (as defined by the Revenue Authorities) made to individuals and companies by the Institute.

## **Bank**

The Institute's principal operating account is with Allied Irish Bank, Tallaght, Dublin 24.

## **Prompt Payment of Accounts Act, 1997**

This Act became effective on 2 January 1998 and sets time limits for payment of accounts by designated public bodies including the Institute and also makes the Institute liable for interest on late payments at a rate set by the Minister. Where payment is late (more than 45 days from a valid request for payment) the supplier is entitled to be paid interest from the date the payment was due to the date the account is paid. In the case of an incorrect invoice, the interest becomes due 10 days after receipt of a corrected invoice, if later than prescribed date. The supplier cannot waive this interest. Penalty interest is not payable in respect of disputed goods if agreed between parties. Suppliers may seek binding arbitration in respect of disputed goods.

## **Internal Audit**

The Institute currently participates in a sector wide internal audit programme through Deloitte and Touche. The purpose of the programme is to ascertain and disseminate best practice throughout the sector also independently advising the Institutes of any perceived material control weaknesses or exposures.

## Classes of Records held by the Finance Department

<b>Payroll:</b>	Names and addresses of employees Department of Finance Circulars (Pay Scales) Pay Claim Forms Payslip History Authority for Statutory and non-statutory deductions Social Welfare documents Tax Fee Allowance forms
<b>Student Grants:</b>	Approval Letters from VECs Student attendance records
<b>Travelling and Maintenance Expenses:</b>	Expenses re-imbusement forms Travel Approval Forms Department of Finance Circulars
<b>Creditors:</b>	Invoices Purchase Orders Invoice Analysis Sheets Withholding Tax Certificates Tax Clearance Certificates
<b>Debtors:</b>	Invoices Back up documentation
<b>Banking:</b>	Bank Statements and Reconciliations Receipt Books Lodgment Books
<b>Projects:</b>	Financial Summaries
<b>Financial Accounting:</b>	Audited Accounts and related correspondence Budget Allocation and related correspondence Fee and other income and related correspondence

## SECTION 6.3 FREEDOM OF INFORMATION

### Description

The function of the Freedom of Information Office is to ensure that the Institute complies fully with the legal requirements of the FOI Acts 1997 & 2003. The Office is also responsible for developing and implementing various strategies, procedures and information systems including a records management policy as a result of the implementation of the FOI Act.

### Structure of the FOI Office

Information Officer: Gwen Cassidy  
Tel: +353 1 4042144  
Fax: +353 1 4042605  
Email: [foi@it-tallaght.ie](mailto:foi@it-tallaght.ie)

### Role of FOI Office

- Requests for access to information under the Acts are made to the Freedom of Information Officer.
- Operate and monitor the electronic FOI Request Register (Respond 3).
- Coordinating and supporting the Institutes FOI Decision Maker and Internal Review activity.
- Provide advice and training on FOI issues to Decision Makers, Internal Reviewers and staff.
- Provide information including monthly statistics to Department of Finance.
- Maintaining publications in accordance with Section 15 and 16 of the Act and Staff/ Student Manual.
- Provide FOI reports to Management.
- Support proactive information strategies to lessen FOI requests.
- Initiate provision of information to persons with disability e.g. records in cassette format.
- Attend Sectoral FOI Network meetings.
- Liaise with other bodies under aegis of Act.
- Liaising with Information Commissioner.
- Data Protection Act liaison Officer.

### How to avail of services

Information on how to avail of the services of this office is documented in chapter 9 of this reference manual. Services can also be availed of by contacting the FOI Office directly.

### Classes of records held

- FOI Request Application Forms;
- Record Management and Retention Policy ;
- Freedom of Information request files;
- Statistics;
- Minutes of FOI Network Meetings;
- Legislation, regulations and policy documents;
- Administration Records;
- Financial Records - Purchase Orders and receipt books;
- Correspondence with Office of the Information Commissioner;
- Correspondence with Department of Education and Science;
- Correspondence with Council of Directors;
- Correspondence with Staff;
- Correspondence with Office of the Data Protection Commissioner;

- Documentation relating to Respond 3, FOI request tracking system;
- Section 15 Reference Manual (Guide to the Structure, Functions, Services and Records of Institute of Technology Tallaght);
- Section 16 Reference Manual (Guide to the Rules, Guidelines and Practices Governing the Activities of Institute of Technology Tallaght);
- FOI Information leaflet issued from the Department of Finance;
- A Guide for Students and Staff of the Institute on the FOI Act;

## SECTION 7 DEVELOPMENT AND EXTERNAL SERVICES

The Development and External Services Office is located in Phase 1A of IT Tallaght.

Pat Coman is the Head and his contact details are as follows:

Phone: (01) 4042620 Fax: (01) 4042174 Email: [pat.coman@it-tallaght.ie](mailto:pat.coman@it-tallaght.ie)  
Website: [www.it-tallaght.ie](http://www.it-tallaght.ie)

Pat O'Donnell is the Industrial Liaison Manager and his contact details are as follows:

Phone: (01) 4042864 Fax: (01) 4042174 Email: [pat.o'donnell@it-tallaght.ie](mailto:pat.o'donnell@it-tallaght.ie)

Paul Campbell is the Estates Manager and his contact details are as follows:

Phone: (01) 4042630 Fax: (01) 4042174 Email: [paul.campbell@it-tallaght.ie](mailto:paul.campbell@it-tallaght.ie)

### Links to Academic Departments

The Development and External Services Office liaises with associate and full-time lecturers with reference to the Institute's Continuing Professional and Higher Education Programme.

The Development and External Services Office provides information and assistance with relation to available research grants.

### Structure of the Centre

Pat Coman	Head, Development and External Services	(01) 4042620
Pat O'Donnell	Industrial Liaison Manager	(01) 4042864
Paul Campbell	Estates Manager	(01) 4042630

They are supported in the day-to-day operations of the Department by a number of administrative staff.

### Role/Function of the Development and External Services Office

#### ▪ Industrial Liaison

The Development and External Services Office acts as an interface between the Institute and industry and business. It tailors the existing Institute Continuing Education Programme to the needs of local industry and business. The Industrial Liaison team visits local companies to ascertain their business training needs. It organises the provision of bespoke training to meet these needs such as management, website design, programming languages, foundation certificates and financial management.

#### ▪ Research & Development

The Development and External Services Office promotes and co-ordinates Research and Development in the Institute. The Institute has an on-going programme of research work, funded by the Department of Education and Science, the Higher Education Authority, Enterprise Ireland and other agencies. Priority research areas include Biotechnology, Materials, Chemistry, Manufacturing Design and Engineering, Telecommunications, Mathematics and Media Studies. Research projects include collaborations and sponsored Research and Development with partner companies.

## ▪ Continuing Professional and Higher Education

The Development and External Services Office champions lifelong learning, through its comprehensive CPHE programme which offers an expanded suite of courses leading to qualifications recognised by HETAC at National Certificate, National Diploma and National Degree level. Other courses are available which are recognised by Professional Institutes. Short courses are offered in such areas as Computing, Psychology, Food Hygiene and Website Construction.

### Services provided by the DES Office to Staff, Students and the Public

- It co-ordinates the Institute's Research & Development programmes.
- It provides enterprise development support and training to graduate entrepreneurs for start-up businesses through the funded M50 Enterprise Platform Programme which is operated in collaboration with DCU and IT Blanchardstown.
- It provides admin support for postgraduate students.
- It assists with the organisation and management of seminars and conferences.
- It promotes academic entrepreneurship including sponsoring campus companies.
- Promotion of staff/student exchanges under SOCRATES/Erasmus programme.

### Services to Organisations/Industry External to the Institute

- It promotes Industrial Liaison with external organisations, facilitating bespoke training.
- It promotes Research and Development with joint company/Enterprise Ireland funding.
- It provides consultancy services.
- It promotes the Institute as a venue for hire for Seminars, Conferences, Exhibitions and Training facilities.

### Information available

- Industrial Liaison Brochure
- M50 Enterprise Platform Programme Brochure
- Institute Part-time Continuing Education Programme Prospectus
- "Tallaght Scope" - IT Tallaght's corporate magazine. [http://www.it-tallaght.ie/external\\_services/](http://www.it-tallaght.ie/external_services/)
- "Insight" magazine - internal magazine.
- A Rough Guide to Research for Staff and Students at IT Tallaght.

### How to avail of Services

Staff can use the internal e-mail and telephone system.

Students can contact the part-time office and use Institute of Technology Tallaght website.

Members of the public can phone, fax, and avail of all publications and access to the Internet.

## SECTION 7.1 ESTATES DEPARTMENT

### Description

The Estates Department is responsible for the planning, development, use, maintenance and management of the Institute's physical facilities, rented premises, land and infrastructure. It assists in the implementation of the Campus Development Plan and the Institute's wider development function in accordance with the Institute's strategic plan.

### Structure of the Estates Department

The structure of the Estates Department is follows:

<i>Position</i>	<i>Name</i>	<i>ext. no.</i>	<i>email</i>
Estates Manager	Paul Campbell	2630	<a href="mailto:paul.campbell@it-tallaght.ie">paul.campbell@it-tallaght.ie</a>
Assistant Estates Manager	Mark Parle	2139	<a href="mailto:mark.parle@it-tallaght.ie">mark.parle@it-tallaght.ie</a>

Caretaking staff and externally contracted services including security, building and services maintenance, cleaning, catering, grounds maintenance and the Institute bookshop report through the Estates Department.

The member of the Senior Management Team with responsibility for the Estates Department is Pat Coman - Head of Development.

### Services provided by the Estates Department

The following are the main activities of the Estates Department:

- Managing the accommodation strategy of the Institute.
- Managing the Institute's campus including access, traffic, goods reception, waste collection and removal.
- Implementing the Institute's Health and Safety policy within the Estates Department's areas of functional responsibility.
- Ensuring that all external contractors comply with Institute insurance requirements.
- Liaising with internal/external groups, committees and organisations in relation to the use of Institute facilities.
- Implementing preventative maintenance of building fabric and services.
- Monitoring energy management initiatives.
- Project managing capital projects
- Liaising with professional service providers and planning authorities
- Assisting and carrying out technology audits as appropriate

Classes of Records held by the Estates Department include the following:

**Major Capital Works**

- drawings, specifications and bills of quantity for Phase 1, Phase 1a and on-going major capital works projects
- correspondence files with the various design team members
- correspondence files with the Department of Education and Science Third Level Building Unit

**General**

- correspondence with service contractors, general suppliers, utility suppliers, other public bodies, etc.
- correspondence with the Department of Education and Science
- EU procurement directives
- Information in respect of competitive public tenders such as catering, static security services, landscaping services, contract cleaning, various minor building/improvements projects, etc.
- Purchase orders for various supplies, works and service contracts.
- Institute Bookshop

## CHAPTER 14. GLOSSARY OF TERMS USED IN THIS GUIDE

Reference may be made in the Guide to terminology which the general public may not be familiar with. A glossary of the more commonly used terms is set out underneath.

### **Academic Council**

In accordance with the RTC Act, the Institute established the Academic Council to assist the Governing Body in the planning, co-ordination, development and overseeing of the educational work of the Institute and to protect, maintain and develop the academic standards of the courses and activities of the Institute.

### **ACCS**

Accumulation of Credits and Certification of Subjects

### **Act**

An act originates as a proposal of Government or member of the Oireachtas and once the proposals are accepted by the three Houses of the Oireachtas the proposals then become law which have a binding legal effect and oblige those who come under their scope to abide by their terms.

### **APL**

Accreditation of Prior Learning

### **Capital Expenditure**

### **CBT**

Computer based training.

### **CHEST Ireland**

Combined Higher Education Software Team

### **Circular Letters**

These relate to new or revised procedures/guidelines for various schemes, programmes or areas of activity and are circulated to Local Authorities by Government Departments.

### **Council of Directors**

The Council of Directors is an advisory group comprising the Directors of each Institute of Technology established under the RTC Acts. The Council liaises with the Department on funding and Industrial Relations issues and on Higher Education policy. The Council also promotes the sector and its activities.

### **CPHE**

Continuing Professional and Higher Education

### **Council of Directors**

The Council of Directors is an advisory group comprising the Directors of each Institute of Technology established under the RTC Acts. The Council liaises with the Dept on funding and Industrial Relations issues and on Higher Education policy. The Council also promotes the sector and its activities.

### **Departmental Guidelines**

These refer to instructions or guidelines issued to Institute staff by Government Departments to assist/facilitate staff in the Administration of Departmental devised schemes.

## **Department of Education and Science**

### **Design Team**

### **European Union (EU)**

The aim of the European Union is "an ever closer union among the peoples of Europe, in which decisions are taken as closely as possible to the citizen", the objective is to promote economic and social progress which is balanced and sustainable, assert the European identity on the international scene and introduce a European citizenship for the nationals of the Member States.

#### **E.U. Directives/Guidelines**

Much of the work of the public service is now set out in European Union directives and guidelines on particular aspects of policy enacted at union level. These directives/guidelines contain information relating to the specific policy matters to which they relate and give guidance on how such directives should be interpreted and operated in this state.

#### **E.U. Directives/Guidelines**

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### **FETAC**

Further Education and Training Awards Council

### **GrowCorp**

### **HEAnet**

Research and education network. An incorporated company

### **HETAC**

Higher Education and Training Awards Council

### **ILLs**

Inter-library loans

### **Institute Policy Document**

This relates to the formal policy of the Institute with regard to particular matters. The members, by formal resolution, adopt the policy and, once adopted, all actions of the Institute as regards that particular matter are determined/guided by reference to the adopted policy.

### **ITT**

Institute of Technology, Tallaght formerly known as Regional Technical College Tallaght (RTC).

### **Local Government Superannuation Scheme**

### **LMS**

Library Management System

### **Millennium**

Brand name of Innopac's library management system.

**MIS**

The Management Information System Project is a collaborative project amongst the Institutes and the Department of Education and Science to select, configure and implement a comprehensive information system in each Institute.

**NCEA**

National Council for Educational Awards.  
Now known as Higher Education HETAC.

**NCVA**

National Council for Vocational Awards  
Now known as FETAC

**OPAC**

Library - Online Public Access Catalogue

**Pay Scales****Phase 1****Phase 1a****Plato****RTC**

Regional Technical College

**Statutory Instrument**

A regulation or order made by a Minister in exercise of powers granted to him by statute

**SME - Small Medium Enterprise****SMT**

The Institute's Senior Management Team comprising the Director, Secretary/Financial Controller, Registrar, Head of Development and External Services and the three Heads of Schools.

**Tall24**

Network of librarians working in the Tallaght area.

**TDC - Technician Development Centre****TMT**

The Institute's Total Management Team incorporating Heads of Schools, Departments and Functions.