

**Association of Chartered
Certified Accountants (ACCA)
Programmes**

Student Handbook

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Welcome to City Colleges

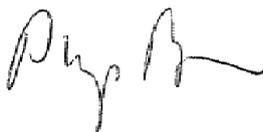
Dear Student,

Thank you for choosing City Colleges. We pride ourselves in offering students superb tuition, innovative and flexible study modes, the most up-to-date study materials, and a relentless commitment to personal attention. Many of Ireland's leading lecturers in the areas of Professional Accountancy, Professional Law, Childcare, Journalism, Business Studies, Computing, the Arts and Psychology have come together to offer students a different kind of educational experience, one where the learner's needs are paramount, and his or her expectations are constantly surpassed.

At City Colleges we don't believe in overcrowded, anonymous classes. Instead, we have created a quiet haven for effective study, one where you will be valued as an individual, with your own specific needs and requirements. We have developed cutting edge online resources and exceptional study notes to help you achieve the very best results possible.

Please feel free to contact either of us if we can be of assistance in your studies.

Yours sincerely,



Philip Burke
Founder & Chief Executive



Owen O'Reilly
Head of Professional Accountancy

Contact Details

Key Staff

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Introduction to our ACCA Courses

The ACCA (Association of Chartered Certified Accountants) professional qualification consists of 14 papers – nine “Fundamental” Level papers and five “Professional”. The Fundamental papers (AB-FM) equip students with a comprehensive understanding of the knowledge, skills and techniques required by the modern professional accountant.

The Professional papers (SBL-AAA) build upon the technical skills already acquired by students and explores more advanced professional skills, techniques and values that are required and used by the expert accountant acting in an advisory or consultancy role at a senior level.

To qualify as an ACCA member students must complete 14 papers, a Professional Ethics module and must have a minimum of three years’ practical experience. Our ACCA lecturers are available to discuss subject choice and give you guidance on how to approach these examinations.

Live lectures take place in our premises on South Great George’s Street, Dublin 2, and are also streamed online and recorded and made available for review online as part of our blended learning programme.

Course Timetable:

The most up to date timetable is available from our website, www.citycolleges.ie and our e-learning platform, moodle.citycolleges.ie.

ACCA Lecturing Team

Owen O'Reilly BA MBS, Head of Professional Accountancy School

Paper Specialist: AB, SBL

Owen is a leading lecturer (formerly BPP) with extensive ACCA and CIMA professional accounting exam experience and over 35 student prize winners.

His focus is about your exam technique and your exam success. Owen uses his extensive industry and Management Consulting experience to bring his courses to life. He is well known for his brilliant exam techniques, student centred approach and entertaining classes.

A central part of his teaching is to use real practical examples to help students understand and apply the key concepts leading to very high pass rates and prize winners.

He is the winner of the UCD/NIB Smurfit Business School Masters Scholarship Award and a double CIMA prize winner.

Georgina Skehan BA (Hons), MSc, FCMA CGMA

Paper Specialist: FA

Georgina is an accomplished finance and accounting lecturer at undergraduate, postgraduate and professional levels. She placed 4th in Ireland when completing her own CIMA finals and has brought this expertise into the lecture hall with many of her students placing 1st, 2nd, 3rd in Ireland and 2nd – 15th in the world across a range of subjects in numerous exam sittings.

Georgina has a reputation as being an approachable and supportive lecturer.

Eoghan Casey BL

Paper Specialist: LW

Eoghan Casey is a Barrister-at-Law and law lecturer who has prepared students for both the FE1 Solicitor Exams and the Entrance Exams for Barristers at King's Inns. He serves on the editorial board of the King's Inns Law Review and is an Irish Moot Court champion.

Mel Kilkenny BComm AITI

Paper Specialist: TX, ATX

Mel has lectured taxation subjects for ACCA examinations (at BPP and more recently Independent Colleges) since 1992. He is highly exam focused in his approach, and is admired for his personable, and practical teaching style. Mel is the author of the well-regarded Kilkenny Tax Publications textbooks and revision kits for TX and ATX which are popular with Tax students throughout the country. He is also an experienced examiner, having spent a number of years as examiner for the Institute of Chartered Accountants Ireland and the Irish Tax Institute.

Barry Smith, PhD, FCA

Paper Specialist: FR

Barry has been teaching accounting and finance at professional, postgraduate and undergraduate levels since 2001. During the last six years, his ACCA teaching experience has included the F3, F7, and P2 modules.

His popularity as a lecturer results from being exam focused, well prepared for classes and from his ability to explain complex accounting topics. In 2010, his 'Introductory Financial Accounting and Reporting' textbook was published by McGraw-Hill and has been extremely well received by teachers and students.

He recently established Tenjin Technology. This web-based software platform enables accountancy students to generate revision content dynamically. It has received very positive reviews from ACCA students during 2011 and 2012.

Barry is a Chartered Accountant since 1996 and holds postgraduate degrees from University College Dublin (MEconSc) and University of Birmingham (PhD). He also holds an ACCA Diploma in International Financial Reporting Standards (DipIFR).

Prior to 2001, he worked for PricewaterhouseCoopers for five years in New Zealand, Germany and Zimbabwe.

Shaun Browne MAAT FCCA

Paper Specialist: AA, AAA

Shaun trained as an ACCA accountant in the UK and qualified in 1990 whilst in practice. Once qualified Shaun changed direction and moved to the ACCA as a training consultant where he developed his passion for teaching and embarked on a 3 year training expedition for the ACCA running study schools in countries such as China, Africa and Russia.

Having decided that a career in financial training suited his personality, Shaun joined various UK and Irish colleges as a freelance trainer specialising in Auditing. Many of his ex-students have moved on to a career in teaching having ignited a passion in them as well!

Shaun believes in making the class as interesting and as much fun as possible so that students enjoy learning. He includes lots of anecdotes about his work as a trainee and a partner to help students appreciate the practical aspects of auditing.

Shaun is a great believer in 'learn the basics' i.e. you can't audit a set of accounts unless you know how to prepare a set of accounts...in other words don't take the auditing papers until you have passed or are studying for the accounting papers!

This advice has stood the-test-of-time with many UK, Irish and world-wide prize winners in Auditing to his name.

Martin Corboy

Paper Specialist: MA, PM, APM

Martin Corboy BCL, AITI, FCMA, MBA is a graduate of UCD. Having completed his law degree, he joined the Department of Justice as an Executive Officer and was then appointed to the position of Inspector of Taxes with the Revenue Commissioners. He left the public service and joined KPMG as a senior Tax Consultant in 1987 and completed his tax examinations with the Institute of Taxation. He then went into private practice as a Tax Consultant and in 1997 he completed his CIMA examinations, coming first in the world in his finals. He subsequently did the ACCA/Oxford Brooks MBA. Martin is an Associate of the Institute of Taxation, a Fellow of the Chartered Institute of Management Accountants, a Member of the Chartered Management Institute and an Academic Fellow of the Association of International Accountants. He has been lecturing to professional accountancy students for the last 16 years and he has a reputation as an extremely knowledgeable tutor who combines real world experience with academic exam technique. He has taught several ACCA/CIMA/CPA prize-winners, including world prize-winners. He specialises in management accounting, risk management, business strategy and taxation.

Garret Mulvin

FCA Paper specialist: SBR

Garret Mulvin (formerly BPP and First Intuition) is a very popular tutor who specialises in Financial Accounting, and Financial Management. Among his many prize-winners are several first placed students.

He is a fellow of the Institute of Chartered Accountants of Ireland (CAI) and qualified as an accountant with Price Waterhouse Coopers in Dublin.

Garret is renowned for his exceptional tuition and exam techniques and is dedicated to getting you your pass in P4 Advanced Financial Management.

ACCA Qualification Overview *

The ACCA (Association of Chartered Certified Accountants) offers two core qualifications:

A Foundation level suite of awards, collectively referred to as Foundations in Accountancy (FIA), which provides entry to the ACCA Qualification for those who do not have the required GCSE and A Level entry requirements. The range includes certificates, diplomas and a technician-level qualification:

- Introductory Certificate in Financial and Management Accounting (2 papers), when completing FA1- Recording Financial Transactions and MA1- Management Information.
- Intermediate Certificate in Financial and Management Accounting (4 papers), after completing FA1- Recording Financial Transactions, MA1- Management Information, FA2- Maintaining Financial Records and MA2- Managing Costs and Finance.
- Diploma in Accounting and Business (7 papers), after completing FA1- Recording Financial Transactions, MA1- Management Information, FA2- Maintaining Financial Records and MA2- Managing Costs and Finance, FAB- Foundations of Accountant in Business, FMA- Foundations of Management Accounting and FFA- Foundations of Financial Accounting.
- Certified Accounting Technician (CAT) (9 papers), after completing FA1- Recording Financial Transactions, MA1- Management Information, FA2- Maintaining Financial Records and MA2- Managing Costs and Finance, FAB- Foundations of Accountant in Business, FMA- Foundations of Management Accounting, FFA- Foundations of Financial Accounting and two of the following two: FTX- Foundations in Taxation, FAU- Foundations in Audit.

The ACCA professional qualification, which enables students to reach the highest level in accountancy, after completing 14 papers (if no exemptions awarded), an online “Professional Ethics” module and 3 years’ relevant practical experience (PER). The 14 papers of the ACCA professional qualification are grouped into “Fundamental Level” (9 papers) and “Professional Level” (5 papers). “Fundamental” are also grouped into “Knowledge” (3 papers) and “Skills” (6 papers). “Professional” also consist of “Essentials” (3 papers) and “Options” (2 electives out of 4). Please find listed below all papers of the ACCA professional qualification:

Fundamental Level
Knowledge
AB- Accountant in Business
MA- Management Accounting
FA- Financial Accounting
Skills
LW- Corporate and Business Law
PM- Performance Management
TX- Taxation
FR- Financial Reporting
FM – Financial Management
AA- Audit and Assurance
Professional Level
Essentials
SBL – Strategic Business Leader
SBR - Strategic Business Reporting
Options (choose 2 out of 4)
AFM - Advanced Financial Management
APM - Advanced Performance Management
ATX - Advanced Taxation
AAA - Advanced Audit and Assurance

ACCA Qualification

Practical Experience Requirement (PER)*

Becoming an ACCA-qualified accountant does not just involve passing your exams and the professional ethics module, you also need to complete the Practical Experience Requirement (PER). It is not just accountants who must gain relevant practical experience, many other professions, such as doctors and lawyers, also have to gain experience to show that they are fit to practise.

You can gain your practical experience before, during or after you complete the exams.

WHAT IS PER?

PER provides a structure for you to follow by setting you a range of performance objectives. The performance objectives ensure you gain the experience to demonstrate that you have the abilities required to become a member.

Completing the performance objectives will allow you to:

- Apply in practice the knowledge and techniques gained through your studies towards the ACCA exams
- Observe and be involved in real-life work situations that help you to develop the skills, attitudes and behaviours you will need as a qualified accountant
- Develop your judgement, encouraging you to reflect on the quality of your work and how you may improve your work performance in the future.

The performance objectives are closely linked to the exam syllabus and it is recommended that you co-ordinate your study and practical experience achievement to gain the most from both.

WHAT DO I HAVE TO DO?

To begin achieving your PER, you need to be working in an accounting or finance-related role. You will need to:

- Find a workplace mentor
- Complete 36 months' employment in an accounting or finance-related role(s)
- Achieve 13 performance objectives
- Record your progress using the online My Experience record

If you think the opportunities to achieve your PER in your current role are limited, consider other options available to you before you choose to find alternative employment. Aim to get your employer's support to help you gain your PER; consider work shadowing, secondment or an internship; and work closely with your workplace mentor.

If you are a full-time student or you are not working in a relevant role, start thinking about what steps you will need to take in the future to gain the practical experience you need in order to become a member.

* From www.accaglobal.com

ACCA Entry Requirements and Exam Progression Rules *

Entry Requirements

Anyone is eligible to pursue the ACCA qualification but depending on their existent qualifications will start on a certain entry level:

Non-graduates need to have two A Levels and three GCSEs in five separate subjects (including English and Maths) so they can start at AB-MA-FA level of the professional qualification.

Graduates may be eligible to claim some exemptions at F1-F9 level of the professional qualification if holding a relevant degree. Exemptions can be checked online at www.accaglobal.com on the ACCA “exemptions enquiry database”. No exemptions will be given for the SBL-AAA level of the professional qualification.

Students who do not meet any of the above conditions will have to start with “Foundations in Accountancy” (FIA) prior to the professional qualification (Page 8 of this handbook)

Exam Progression Rules

At professional qualification level, students can attempt up to a maximum of 4 papers per examination cycle and subject to ACCA progression rules.

There are a four examination cycles per year:

- March
- June
- September
- December

As to progression rules, papers must be taken in accordance with the order of modules (Knowledge AB-FA / Skills LW-FM / Essentials SBL & SBR / Options APM-AAA) but papers within the same module can be attempted in any order. When entering for papers across modules (say papers from previous module still to be completed or re-taken), students need to register for the papers still left in a previous module along with any papers from next module.

* From www.accaglobal.com

ACCA Registration*

Registration

Students need to register with ACCA in order to be eligible to sit the exams. Registration can be done online at www.accaglobal.com or by submitting a paper application form that can be obtained from ACCA Connect.

Supporting documentation which you will need to provide with your application includes:

- Proof of any relevant qualifications
- Proof of identity
- Photograph

Please check the types of files that are acceptable for upload.

For online applications fees must be made by credit card. For postal applications fees can be paid by credit card, cheque, bank draft or postal order.

June 2019 Exam Timetable

Monday, 1 June	AA	AAA		
Tuesday, 2 June	TX	ATX	SBL	
Wednesday, 3 June	PM	APM		
Thursday, 4 June	FR	SBR		
Friday, 5 June	FM	AFM	LW	

ACCA Exam Fees

Please check www.accaglobal.com for exam fee information and deadlines.

* From www.accaglobal.com

Equality Policy

City Colleges is committed to equality of opportunity in its policies, procedures and practices in relation to staff and learners.

Learners

With the influx of other EU Nationals and non-EU international students, the education environment has presented City Colleges with a more diverse set of learners who are entitled to the same rights as Irish learners. We are pleased to demonstrate our commitment to learners with diverse backgrounds through our equality policy. This policy applies to discrimination on grounds of sex, marital or family status, sexual orientation, religious or political preferences, age, disability, race or ethnic origin, being a member of the travelling community, or any other grounds which may be introduced by legislation.

Staff

Individuals will be selected, promoted and developed on the basis of their abilities and merits and according to the requirements of the job, and will be given equal opportunity to show their abilities and to progress within the organisation. Equal opportunity is a priority for the Company and is about removing all forms of discrimination other than that which is based on ability. This policy is intended to get the best from everyone, to avoid waste of talent and potential and to provide a positive working environment.

Disability Access

South Great George's Street: students using wheelchairs can access the College at ground level and by lift access to the areas that host classes, the library, canteen and bathroom facilities. Bathroom facilities are wheelchair accessible.

Templeogue: Our premises in Templeogue are wheelchair accessible, and all rooms used for ACCA teaching are located on the ground floor of the building, as are the college canteen and supervised study facility.

Attendance

Attendance Guidelines

City Colleges' attendance policy excuses the absences of students for illness, religious observances, and compelling circumstances beyond the student's control.

Medically Necessary Absences

Students who miss a single class for a medical reason must make a reasonable effort to contact their lecturer or the ACCA Programme Coordinator in advance. Students who have a prolonged absence due to illness (multiple consecutive absences) are required to provide written documentation from a health care provider. In the event that a student is absent for more than 15% of classes, he or she must provide documentation of illness from a health care professional, as well as notifying the ACCA Programme Coordinator in advance.

Attendance in Inclement Weather

Official closures and delays are announced on the College websites, www.citycolleges.ie and www.moddle.citycolleges.ie, and will also be communicated to students by text and email (for the cancellation and rescheduling of individual classes, please see the Student Charter).

International Students

Students who are in the country pursuant to the terms of a study visa, or who otherwise require visa support, should note that the Department of Justice and the Garda National Immigration Bureau rules apply. International students who miss a single class for a medical reason are not required to provide medical documentation, but students who are absent more than once are responsible for providing various forms of documentation, depending on the nature of the absence.

If you require a visa, you must notify the Centre Administration and a letter of confirmation will be sent to the Garda National Immigration Bureau (GNIB). Letters of confirmation are only issued on receipt of payment of full fees. In the event that a visa to enter Ireland is refused, all fees will be refunded. You must register with the immigration authorities if you wish to study in Ireland for more than 12 weeks. As a registered ACCA student, you should be aware that your right to remain in the country is contingent upon, *inter alia*, meeting the requisite attendance levels stipulated by the GNIB and the Department of Justice. For the avoidance of doubt, students should note that the requirement of attendance is not met by students availing of the blended learning components of the programme.

Student Feedback & Assessment

1. Principle

City Colleges is committed to the effective collation and evaluation of student feedback for the following reasons:

- As a means for students to participate actively and constructively in the operation and development of their programmes;
- As an indicator of the responsiveness of the programme to students' needs and concerns;
- As a vehicle for programme development, modification and enhancement;
- As an indicator of the academic health of the programme internally and externally.

2. Interface of Student Feedback at Programme Level with other Mechanisms

City Colleges does not rely on a single student feedback mechanism but has an integrated set of mechanisms which address different aspects of the student experience and which inter-relate with the wider framework of the College's quality assurance systems.

The elements are:

- Student representation, through the appointment of class representatives, providing a channel for student views to be expressed on issue under deliberation by Senior Management;
- 1:1 periodic telephone feedback;
- Anonymous written student feedback on all programmes;
- Annual audit of student satisfaction, constituting a wide-ranging survey which seeks to evaluate key aspects of the total student experience.

3. Focus of Student Feedback at Programme Level

The prime aims of student feedback at the programme level are to assist evaluation of the operation of the programme and to contribute to development and enhancement of the programme. Consequently, the areas of focus for student feedback are:

- Learning, teaching and assessment;
- Learning resources;
- Operational and environmental issues;
- Programme content

Student Complaints Procedure

1. Introduction

City Colleges is committed to providing education services of the highest quality. However, we realise that, on occasion, students or prospective students may feel that we have not met appropriate standards and that they have legitimate cause for complaint. City Colleges staff regard student feedback, both negative and positive, as an opportunity to improve our provision of education and related services. This Complaints Procedure aims to enable students to bring to our attention matters of concern about their experiences at City Colleges and to provide the College with the opportunity to investigate those concerns with the aim of a satisfactory resolution. This Procedure seeks to be simple, clear and fair to all parties involved. It is based on the belief that student complaints should be dealt with seriously and should be investigated promptly. The procedure is for use by any student or prospective student who seeks or receives a service from City Colleges.

All complaints will be taken seriously and, as far as possible, be treated in a consistent fashion throughout the institution. Students who make complaints will not suffer disadvantage or recrimination as a result of doing so. Only where complaints are proven to be malicious or vexatious may there be any recourse to disciplinary investigation and possible action against a student.

All complaints will be handled sensitively and with due consideration to protect the confidentiality of students and staff. Any person named in a complaint will be informed of the complaint and will have a right of reply as part of the investigative process.

2. General Principles

The procedure covers any expression of dissatisfaction about:

- Standards of service, courses or facilities provided by the Institution
- Action or lack of action by City Colleges and/or its staff

The complainant will have the right to be afforded an interview as part of the investigative process.

The complainant may be accompanied at any interview as a result of the complaint by a person of his or her choosing. Such persons may not speak for the complainant but act as a witness to proceedings only.

The complainant will have the right, at each stage of the procedure, to be heard by adjudicators who have not been involved at an earlier stage of the complaints process.

3. Complaint Stages

Stage 1

Complainants may, in the first instance, raise a complaint informally with the member of the College's staff who appears to be most directly involved in the matter giving rise to the complaint. Many causes for concern are a result of a misunderstanding, which can be quickly resolved. Such a complaint will normally be made orally but may be made in writing where the complainant is otherwise unable to raise the complaint. The College recognises that the majority of complaints will be resolved satisfactorily at this stage.

Informal complaints should normally be responded to within 7 days of receipt of the complaint. Records of such complaints will not normally be retained or recorded centrally, unless the complainant and the member of staff dealing with it wish to do so.

Stage 2

Where the informal stage of the complaint's procedure has not produced an acceptable resolution of the complaint, a formal complaint may be made. A formal complaint should normally be lodged within four calendar months of the act or omission giving rise to it. Only in exceptional circumstances will a complaint be considered outside this timescale.

To enter a formal complaint the complainant must:

- a. Put the complaint in writing using the Colleges' Complaints Form, which can be obtained from Moodle or Reception.
- b. Lodge the complaint with the Programme Coordinator.

The Programme Coordinator will enter the complaint in the Complaints Log. The college keeps a record of all complaints for a period of at least five years.

The Programme Coordinator will forward the Complaints Form to the Head of Professional Accountancy who will then:

- Provide a written acknowledgement of the complaint to the complainant within 10 working days
- Inform any members of staff concerned within 3 working days that a complaint has been submitted
- Investigate the complaint including interviewing the complainant
- Identify the most appropriate courses of action in an attempt to resolve the complaint
- Provide a written response to the complaint

It is expected that almost all complaints should be capable of resolution by Stage 2 by following this procedure and that the matter will be resolved within 30 working days.

Stage 3

If the complainant is not satisfied with the action taken or the outcome arrived at he/she may choose to proceed to the next stage of the complaints process by writing, using the College's Complaints Appeal Form to the Chief Executive of the College, outlining the reasons for dissatisfaction of the outcome.

On receipt of the Complaints Form, the Chief Executive will call for copies of the papers of the complaints process to date and will arrange for a formal Hearing of the complaint to take place.

The Chief Executive shall, within 10 working days of receipt of the letter of complaint being received, write to the complaint with a date of the Hearing. The Complaints Panel will comprise three members of senior staff being the Chief Executive, and two other members of the College's Quality Assurance Committee who were not involved in any previous stage in the complaint's procedure.

Information on the panel membership will be given to both parties to the complaint in advance of the Hearing. Any request to veto any member of the Panel membership for good reason must be made in advance to the Chief Executive. Complainants will be advised that they have this right.

The complainant has the right to be accompanied to the hearing by a person of his/her choosing.

Both parties, that is, the complainant(s) and the College representatives (previously involved at an earlier stage) will be invited to submit and present evidence and to be questioned on the evidence provided.

Witnesses may be called as part of the evidence and all parties will have the right to question such witnesses.

When all the evidence has been heard the Hearing will be adjourned and the Complaints Panel will consider the merits of the complaint in private, before reaching a decision.

Student Charter

1. Introduction

City Colleges is committed to continually improving the quality of its student services and this Charter is an important way of outlining this commitment to you.

2. Policy on Class Rescheduling

At City Colleges, we understand that many students will have travelled considerable distances to attend lectures, and that the cancellation of lectures, particularly at short notice, has the capacity to cause significant inconvenience to students. However, in certain exceptional circumstances, it may be necessary to reschedule classes due to ill-health, inclement weather, etc. It is College policy to notify students *at the earliest possible opportunity* of such circumstances, and to utilise the fastest method of communication possible (including telephone, text, or email) when doing so. Therefore, it is imperative that students supply the College with correct contact details on registration, and that they inform the College whenever these details change.

Classes which have been cancelled will be rescheduled at the earliest possible opportunity, *and not later than three weeks from the originally scheduled date.*

3. Student Feedback

City Colleges recognises that reasoned and informed student feedback plays a fundamental role in improving the quality of the student experience. Therefore, City Colleges will carry out assessments twice during each semester. Feedback is not restricted to these times only, and where students have a particular issue they would like to bring to the attention of the Head of Professional Accountancy or Course Director, they can contact them at any stage during the course.

4. Misconduct

A complaint of misconduct either by one student against another or by a member of staff against a student shall normally be made to the Head of Professional Accountancy.

Many complaints of misconduct either by one student against another or by a member of staff against a student will be dealt with informally by consultation between the student and staff concerned. Frivolous complaints or complaints for which the Disciplinary Procedures are not appropriate will always be dealt with in this way. The procedures in this regulation will only be used either where the alleged misconduct is of the type indicated and/or where informal action has failed. Complaints under the formal procedure should always be submitted in writing and should be as detailed as possible.

Code of Discipline

The Procedure for student discipline may be invoked if a student is alleged to have committed any of the following:

- a. Assault or serious threatening behaviour
- b. Disruption of, or improper interference with, any activities of the College (including academic, administrative, sporting or social), whether on the College premises or elsewhere
- c. Malicious damage to College property
- d. Any action likely to cause injury to any person impairing the safety of the College premises
- e. Any serious criminal offence on the College premises
- f. Sexual or racial harassment
- g. Racist, sexual or homophobic behaviour
- h. Misappropriation, misuse or unauthorised use of The College funds or assets including computer misuse and breach of codes of practice and regulations on use of computers and library facilities.
- i. Abusive or unreasonable behaviour or behaviour which causes fear or distress to others whilst on the College premises or engaged in any College activity.
- j. Behaviour which interferes with the legitimate freedom of speech, ideas, actions or enquiry or any other student or member of staff or which disrupts or interferes with activities properly carried out by the College.
- k. A serious breach of College Regulations.
- l. Failure to comply with policies and directions relating to the effective operation of the College or obstruction of or improper interference with the functions duties or activities of any member of staff or other employee of the College or any visitor to the College.
- m. Failure to comply with a previously imposed penalty under the Disciplinary Regulations or failure to respond positively to informal reprimands.
- n. Failure to comply with the College Codes of Practice on Health and Safety.
- o. Fraud, deceit, deception or dishonesty in relation to the College or its staff or in relation to being student of the College.
- p. A breach of the College's equal opportunities policies.
- q. Any act which Senior Management have reason to believe is a breach of good discipline of the College, including unreasonable refusal to assist in the procedure for student discipline.

This list of some of the most common breaches is not intended to be exhaustive.

Formal Procedure for Student Discipline

This procedure will be followed where a student is alleged to have been in breach of the above Code of Discipline and where informal action is either considered inappropriate or has failed. The purpose of the formal procedure is to obtain all the relevant facts so that the decision reached is fair to the student and to the College. In the case of serious criminal offences, the procedure will be commenced but the allegations shall be referred to the Gardai prior to any further internal disciplinary action under these Regulations.

Where s/he considers it appropriate the Course Director (or the College's Chief Executive if the Course Director was directly involved in the initial complaint) may suspend a student from all or part of the College's premises for the period pending and during consideration of the matter under the formal disciplinary procedures, including the period of any Garda enquiry and subsequent criminal proceedings.

Complaints should always be submitted in writing to the Course Director (or CEO in circumstances noted above) and should be as detailed as possible.

The Course Director will examine the written evidence from the person or persons bringing the complaint and shall be entitled to call for such papers, examine such witnesses, which may include the complainant, and conduct such other enquiries into the matters as s/he may think fit. These enquiries may include an invitation to the student concerned to attend at a preliminary interview.

Where the student concerned admits to the alleged breach of discipline and elects to be dealt with summarily, the Course Director shall have the power to reprimand the student or to suspend the student from the College for a period of up to 28 days. Such penalties may be the subject of an appeal as provided for below.

Otherwise, the Course Director will then decide whether to proceed further against the student or whether to dismiss the case, in which case the student will be informed.

The Course Director will then interview the student giving the student at least seven working days written notice. The letter requiring the student to attend will:

- a. State the allegations to be considered at the interview
- b. Inform the student of his/her right to be accompanied by a friend. The friend shall be a current student of the College
- c. Inform the student that witnesses may be called in support of the complaint or by the student in support of his/her response and that relevant documentation may be considered at the interview including any written statement by the student in response to the complaint. Copies of any documents to be produced at the interview should be enclosed with the letter. The student is required to provide copies of any documents to which s/he intends to refer to enable prior consideration to be given to them and advance notice of any witnesses including names. Copies of documents to which the student intends to refer at the interview and names of any witnesses should be provided at least two working days prior to the interview. A formal record of the interview will be taken.

The Course Director may deal with the case by:

- a. Dismissal of the case;
- b. Warning the student informally of the possible consequences of any further misconduct (informal reprimand);
- c. Reprimanding the student formally, such reprimand to be confirmed in writing and to remain on the student's record for one year or until ceasing to be a registered student at the College, whichever is the shorter (formal reprimand);
- d. Reprimanding the student formally, such reprimand to be confirmed in writing and to remain permanently on the student's record (formal permanent reprimand);
- e. Suspension of the student for a period of up to 28 days (from the date of the letter so informing the student). In the case of suspension, it shall be confirmed on the student's record and remain permanently
- f. Expulsion or any other measures not limited to penalties for misconduct as outlined above

This decision shall be made known to the student within two working days.

If a student wishes to appeal against a decision of the Course Director, s/he shall submit such an appeal in writing to the Chief Executive. The appeal should be submitted within 10 working days of notification of the decision being sent in writing to the student. The appeal should set out the grounds for appeal.

The penalty shall remain in force pending any appeal and its resolution.

The Chief Executive shall consider the appeal and as part of his/her consideration shall convene a hearing with the appellant being invited to be present. Seven working days notice shall be given of the hearing to the appellant. The Chief Executive will only consider the appeal on the grounds presented by the appellant.

The appellant is required to submit any further written information in support of the appeal not less than two working days *in advance* of the hearing. The appellant may be accompanied at the hearing by a friend. The friend shall be a current student or a member of staff of the College.

The decision will be communicated to the appellant, in writing, within 5 working days of the hearing. The decision of the Chief Executive shall be final and without further appeal unless otherwise stated.

Course Enrolment

You must complete a registration form and provide your ACCA registration number when enrolling on the programme. By signing the registration form you confirm that you accept and will follow the College's regulations. Full tuition fees must be paid before the course commences, and the course materials will be available from the College during the first week of lectures.

Before your first lecture, you will meet the Head of the Faculty, Programme Coordinator, lecturing team and other staff who will support you during your studies. You will be given a student handbook, course timetable and contact details of all relevant staff.

Log in information for the online resources, such as Moodle and the webcasts will be sent to each student by email.

If you need to make any changes to your registration please contact the Programme Coordinator, Shelley Scoulding, to discuss your options.

If you wish to withdraw from the course, you must notify the Programme Coordinator in writing. Please note that you are still required to pay the fees when you withdraw from the course once it has started. You may defer your place on the course to the next available sitting.

It is the student's responsibility to register as a student with the Association of Chartered Certified Accountants.

As part of your registration with City Colleges you agree to be included in the ACCA Result Service. The Result Service is the mechanism of gathering student data to allow for analysis of pass rates. This process is carried out in advance of each exam sitting and includes the sharing of information between City Colleges and ACCA.

Student Contact Details

City Colleges will keep you informed of any changes or important information by email. Please make sure you provide an email address when you register and check it regularly. If any of your contact details change during the course, please inform the College of this change.

Contact details for the lecturing and administrative staff are available on Moodle, and you can contact them by email or phone.

Moodle

Moodle is an interactive online learning environment which provides an enhanced learning experience for students attending live lectures in Dublin, or who, on an exceptional basis, cannot attend class on a particular occasion due to one of the acceptable excuses for absences noted above. Moodle boasts a wide range of tools which can be used to support your studies and is particularly useful for supplementing your notes during the course.

The links for the online lectures will be posted on Moodle under the relevant week for each subject or module. You may contact your lecturers through Moodle if you have any questions throughout the course. Homework can be submitted online through your account.

Your account will be activated once you start the course, and the log in details are:

moodle.citycolleges.ie

Username: **your email address**

Password: **changeme** (you will be asked to change this at your first log in)

IT Requirements for Moodle

Students will need the following software as part of their online learning platform requirements:

Microsoft – Word, Excel

Adobe – Adobe Connect Add-in

Adobe Reader (PDF)

The recommended browser is Google Chrome. Internet Explorer and Firefox can also be used.

The internet speed/bandwidth required to participate in the live lectures, or the play back recorded lectures is 256Kbps (512 Kbps is recommended). A DSL/cable connection is recommended.

System Requirements:

Windows

- 1.4 GHz Intel® Pentium® 4 or faster processor (or equivalent) for Microsoft® Windows® XP or Windows 7; 2 GHz Pentium 4 or faster processor
- (or equivalent) for Windows Vista®
- Windows 7. Or Windows 10 (32-bit/64bit editions with 32-bit browser)
- 512MB or RAM (1GB recommended) for Windows 7; 1 GB of RAM (2GB recommended) for Windows 10
- Microsoft Internet Explorer 6, 7, 8, or 9 (32 bit only); Mozilla Firefox 3.x or higher, Google Chrome

MAC OS

- 500 MHz PowerPC® G3 or faster or 1.83GHz Intel Core™ Duo or faster processor
- Mac OS X v.10.4, 10.5 (Intel); MAC OS X v10.4 (PowerPC)
- 512MB of RAM (1GB recommended)
- Google Chrome, Mozilla Firefox 3.x or higher; Apple Safari 4.x or higher.

City Colleges – Moodle & Online Courses – Terms of Service

1.1. The service and any content viewed through the service are for your personal and non-commercial use only. During your registration period*, we grant you a limited, non-exclusive, non-transferable, license to access the service and view the content. Except for the foregoing limited license, no right, title or interest shall be transferred to you. You agree not to use the service for public performances or to share access with third parties whether for commercial purposes or not.

*Your registration period goes from the time of your enrolment/purchase until the exam sitting stated on your application.

1.2. City Colleges regularly makes changes to the service, including the range of content available. In addition, we continually test various aspects of our service, including our website, user interfaces, promotional features and user engagement. All activity and forms of usage can be tracked.

1.3. You agree to use the service, including all features and functionalities associated therewith, in accordance with all applicable laws, rules and regulations, or other restrictions on use of the service or content therein. You agree not to archive, reproduce, distribute, modify, display, perform, publish, license, create derivative works from, offer for sale, or use content and information contained on or obtained from or through the service. You also agree not to: circumvent, remove, alter, deactivate, degrade or thwart any of the content protections in the service; use any robot, spider, scraper or other automated means to access the service; decompile, reverse engineer or disassemble any software or other products or processes accessible through the service; insert any code or product or manipulate the content of the service in any way; or use any data mining, data gathering or extraction method. In addition, you agree not to upload, post, e-mail or otherwise send or transmit any material designed to interrupt, destroy or limit the functionality of any computer software or hardware or

telecommunications equipment associated with the service, including any software viruses or any other computer code, files or programs. We may terminate or restrict your use of our service if you violate these Terms of Use or are engaged in illegal or fraudulent use of the service.

- 1.4. Passwords & Account Access - Having registered with City Colleges, you have access and control over the service and the devices that are used to access the service. To maintain control and to prevent anyone from accessing the account, you should maintain control over the devices that are used to access the service and not reveal the password nor details of the Payment Method associated with the account to anyone. You are responsible for updating and maintaining the accuracy of the information you provide to us relating to your account. We can terminate your account or place your account on hold in order to protect you, other students or ourselves from identity theft or other fraudulent activity.

Premises for ACCA Programmes

City Colleges delivers programmes from two locations in Dublin, Wicklow House, 84-88 South Great George's Street, Dublin 2, and Main Street, Templeogue, Dublin 6W.

The premises on South Great George's Street are comprised of 7,000 square feet of custom built teaching space, and boasts ten class rooms and a reading room. The study facilities provide students with a quiet haven for uninterrupted study in the heart of the city centre. Core and recommended texts are provided on a three, seven or fourteen day loan basis, while a limited number of texts are placed on desk reserve. The College is equipped with a wired network, free student Wi-Fi, and printing and scanning facilities. Classrooms are web-enabled, allowing the live streaming of all classes on the web. The premises are immediately adjacent to numerous cafes and restaurants, while students may also avail of snacks and hot and cold beverages from the vending machine area on-site.

City Colleges students benefit from 24/7 access to study resources and communication with lecturers via the City Colleges Moodle site. Students can view live streamed lectures from home or re-visit a previous lecture in their own time. Assignments, study material and video tutorials and can be accessed / uploaded from this online learning resource. City College's Moodle site offers students the flexibility often required by part-time students, in order to successfully complete the course.

Non-Payment of Fees

Students may not enrol on a course or programme unless they have paid fees in full or have submitted and agreed a payment plan with the college.

Where any part of the fees due to the college by the student remains unpaid, following a verbal then written request for payment, the college reserves the right to exclude the student from classes, at the absolute discretion of the Course Director. Where the Course Director intends to exercise this right, s/he will give the student seven days notice in writing of his/her intention to do so, to give the student the right to rectify this situation.

Nothing in this section shall affect the right of the college to pursue outstanding fees as a debt under civil law.

Deferral Policy

Deferrals for compelling personal reasons will be allowed at no charge but must be evidenced. Detailed medical certificates or supporting documentation must accompany the deferral request.

Deferrals for academic reasons will be permitted until the last week of the ACCA course (not including revision). The student will then be charged 25% of course fees payable on joining the next course (having paid in full for the previous registration).

Deferrals requests will only be considered once fees have been paid in full.

Refunds Policy

Whereas the college understands that unforeseen circumstances may compel a student to withdraw from a course, students should understand that the college makes decisions as to resource levels for a course (including teaching resources) based upon the number of students who register for it at the commencement of the course. Accordingly, only in very exceptional circumstances, will the college consider refunding a part of any fees paid.

Policy

1. The college accepts no obligation to refund any fee or part of any fee paid in respect of any programme or service provided by the college.
2. Under no circumstances will the college refund the deposit, or any part of the deposit paid in respect of a students' registration for a programme, save in the event that the college is unable to run the course registered for.
3. Where a student has to withdraw from a programme and the withdrawal is due to **exceptional circumstances** which are beyond the student's control (and which are documented and which are likely to **significantly impact** upon their ability to successfully follow the course), a partial refund of any fee paid may be considered. Where, in the circumstances detailed above, a student does not attend any instruction, or where a student commences lectures but withdraws before the third week of a programme of study, part of the fee paid may be refunded. Applications for such refunds must be addressed to the Course Director and made on the college's **Application for Refund Form** (available from the faculty office) and reach the Course Director before week five of the programme.
4. Extenuating circumstances that may be considered within section 3 above, though used here by way of example only and without any commitment by the college to consider such circumstances as extenuating in any particular case, are as follows:
 - serious illness of student or member of proximate family
 - death of a member of student's proximate family
5. As an alternative to claiming a refund, any student may ask to defer their registration on a programme of study to a later date or to a nominated alternative programme of study.

International Student Refund Policy

Fees paid to City Colleges by International Students whose Study Visa application has been refused will be refunded to the student, less an administration fee of €150.

The refund request must be submitted in writing to the College along with a copy of the visa refusal letter.

The refund will be processed within 4 weeks of receipt of these documents. The College will refund the course fees directly to the bank account of the Student, by Electronic Bank Transfer, and not to third parties, Agents, Sponsors or relatives / friends of the Student. If the student wishes to have the Course Fee refund transferred to their Sponsor / relative Bank account, this must be requested in writing in the formal letter to the college for the refund of course fees by the student.

GDPR Policy

City Colleges General Data Protection Regulation information can be found through the following link – <https://citycolleges.ie/gdpr/>. This outlines how City Colleges manages your information as a Data Controller.

Further information can be requested through mydata.rights@citygroup.ie.

Please note that the information contained in the document is neither conclusive nor exhaustive and City Colleges reserve the right to substitute alternative arrangements where it deems necessary