

## **Introduction**

At D. A. V. Institute of Management we recognise that student life can present personal as well as academic challenges and we aim to offer support for all aspects of your life while you are studying. This charter refers directly to the Counselling Service, Tutorial Support, Student Health, safety and security, Complaint ,Appeal and Grievance Procedures, and Student Services and sets out the standards of service which the Institute aims to provide.

You may approach all of these services privately and independently. Sometimes you may be referred to us by another member of institute staff or by an officer of the Students' Union. You may also wish to use these services in combination with other sources of support available to you in the institute or outside.

Our goal is to help you to maintain your health and fitness for study and personal development. The services are available to all registered students. We will also give information to prospective students where appropriate and advise on alternative sources of help where we cannot provide a service directly. It should be noted that it is assumed that students can travel to the campus in order to avail of some of these services. For distance/online students this may not always be appropriate. We will be happy to discuss alternative forms of assistance with those who are not able to attend.

This charter supports the institute in its general commitment to quality and equal opportunities. The institute aims to provide equality of opportunity for all regardless of gender, marital status, religious belief, political belief, race, ethnic origin, age, disability, sexual orientation or responsibility for dependants. We expect that you will help to create and maintain an environment which encourages equality of treatment and is free from harassment and discrimination.

The Institute is committed to aiming for the highest quality possible and this Charter is one way of outlining that commitment to you.

## What this Charter does

- ❑ Most of the rights included in this Charter have been developed as a means of ensuring that we achieve and maintain the highest standards of provision. This is a statement of intent and is not a legal document and there may be occasions when the institute or students are prevented or delayed from meeting the expectations outlined in this Charter through circumstances or delays beyond their control.
- ❑ This Charter also sets out what we expect of you. The quality of the service that we believe you are entitled to expect is, therefore, balanced with responsibilities placed on you as a student: both are intended to ensure that you gain maximum benefit from your time with us.
- ❑ In drawing up this charter, we consulted with students and Students' Union representatives on key areas of our service that are of greatest importance to students. We also asked academic staff who refer students to us what they thought about ways of making our services approachable and measuring our performance. Further information about the ways in which we measure performance is given later.
- ❑ If you wish to make a complaint about any of our services you should in the first instance contact the Head of Student Support whose contact details are given below. If we fail to resolve a problem you have access to the Student Complaints Procedure.

All services comply with the following set of agreed general standards.

What you can expect of us: -

- That we will provide information in a variety of locations about our services and how to access them.
- That we will monitor our provision to ensure that services are responsive to student need and delivered in a timely manner.
- That we will take every opportunity to evaluate our services using subjective and objective measures as appropriate.
- That reception staff will deal with you courteously and make every effort to direct you to the appropriate service.

- That trained professional staff will deal with your enquiries in an unbiased and confidential manner.
- That we will respect your privacy and confidentiality at every stage of your contact with us.
- That we will provide an effective complaints procedure in all services.

What we expect of you: -

- That you will contact us if you need assistance and make it clear if your need feels urgent. We hope that you will feel able to contact us before your situation becomes unmanageable.
- That you will support the needs of your fellow students by letting us know in good time if you wish to cancel an appointment.
- Recognizing that such assistance is optional, that you will help us to monitor our services by giving feedback if we ask for it.

The following sections describe in further detail the standards offered by the individual services.



## HEALTH ,SAFETY AND SECURITY MATTERS

### The Work of Student Health

The institute will assign a high priority to student safety and security. Necessary additional measures will be undertaken in this regard if the existing campus design, lighting and landscape are inadequate in this respect.

The service exists to: -

- Help you stay well at the institute.
- Provide medical and nursing care to students.
- Provide holistic health care to ensure that all students fulfill their potential through maintaining physical and mental well being.
- Support other professionals such as teaching staff in delivering their service.
- Provide basic health-related information to those not able to attend Health Centers because of their mode of study.

Some aspects of the service may not be available to students who cannot attend the institute. In such cases we will do our best to redirect you to an appropriate source of help.

What you can expect of us: -

- To widely publicize the range of security services available to the students.
- To be welcomed in appropriate facilities and receive treatment with confidentiality, sensitivity, dignity and respect.
- To arrange appointments and consultations to meet the needs of students as far as possible.
- To be met by appropriately trained staff.
- To be seen in premises offering privacy.
- To be treated by staff with appropriate medical or nursing qualifications.
- To have adequate access arrangements if you have a disability.
- To have any complaints dealt with quickly and effectively.

What we expect of you: -

- To comply with the institute's Health and Safety code of practice, which provide general guidelines and frame work for safe working in the institute premises/campus.
- To advise us in good time if you cannot attend an appointment so that we can offer the space to another student.
- To advise us if your address or any other personal details change.
- To exercise patience if you are kept waiting – delays are usually caused by unforeseen circumstances.
- To give adequate notice for services required e.g. medical reports, repeat prescriptions.
- To ensure you complete all courses of medication.
- That you check relevant notice boards, web sites and emails for information.



## PERSONAL MATTERS

### The Work of the Counselling Service

The Service exists to:  
provide professional counselling support in order to help students  
manage:

- Assignments
- Exams
- Relationships
- Sexual Issues
- Personal Worries
- Family Problems
- Bereavement
- Finance
- Substance misuse
- Temporary crises

The service can be used to discuss any problem which affects academic performance. Equally, it can be used for personal development.

Some aspects of the service may not be available to students who cannot attend the institute. In such cases we will do our best to redirect you to an appropriate source of help.

What you can expect of us: -

- That you will be treated in a professional, confidential and respectful manner.
- That you will be seen as soon as possible in an urgent situation.
- In other circumstances you will be offered an appointment with the minimum of delay.
- That you can expect to be given an appointment that can last up to an hour with a professionally qualified counselor who will try to help you with any problems you may have.
- That further appointments will be made if you and the counselor agree that this is the best way forward.
- That the counselor may advise you about other sources of help within and outside the institute if it seems appropriate.

- That any information that you share will be treated respectfully and held confidentially under the Data Protection Act.
- That we will not disclose information about you without your consent unless we have serious concerns about risk to yourself or others.

What we expect of you: -

- That you will let us know as soon as possible if you are unable to keep your appointment so that we can allocate the time to another who needs it.
- That you will give as much notice as you can if you wish to cancel and/or re-arrange an appointment.
- That you will help us to monitor our services by giving us feedback if requested.
- That you check relevant notice boards, web sites and emails for information.

### Emergency or Out of Hours Crises

The Counseling Service operates between the hours of 9.00 a.m. to 5.00 p.m. Monday to Friday and 9.00 a.m. and 4.00 p.m. Saturday. In an emergency / out of hours situation you can contact your own GP or the Samaritans, whose telephone number is included in the contact details at the end of this Charter.

## **TUTORIAL SUPPORT**

The institute recognizes the importance of monitoring student progress and therefore, will provide a high standard of advice, support and academic guidance.

What you can expect of us: -

- That the institute shall assign a named tutor by their academic department at the beginning of the programme of study.
- That the department shall make arrangements for students to meet their personal tutor at the beginning of their programme of study and at least once during every semester thereafter.
- That any information that you share with the tutor will be treated respectfully and held confidentially.
- That we will not disclose information about you without your consent unless we have serious concerns about risk to yourself or others.
- That the department shall regularly evaluate the effectiveness of their tutorial system through personal discussion or student evaluation questionnaires.

**What we expect of you:**

What we expect of you: -

- That you will attend all meetings arranged with your personal tutor as far as possible.
- That you will inform your personal tutor promptly of any difficulty that you are experiencing that might have bearing on your studies.
- That you will act on the advice offered to you for your betterment.
- That you will let us know as soon as possible if you are unable to keep your appointment so that we can allocate the time to another who needs it.
- That you will give as much notice as you can if you wish to cancel and/or re-arrange an appointment.
- That you will help us to monitor our services by giving us feedback if requested.
- That you check relevant notice boards, web sites and emails for information.

## Complaint, Appeals and Grievance Procedures

The institute recognizes that there will be occasions when students feel that their legitimate expectations are not being recognized or met and that there is need to address these circumstances. For this purpose, the institute has appeal , complaint and grievance redress procedure.

What you can expect of us: -

- That the institute shall provide an open procedure for the redressal.
- That the procedure will be a two- stage procedure
- That in the first stage the efforts will be made to encourage the students to seek redress of their complaint as close to the complaint as possible
- That the second (formal) stage will provide a mechanism for enquiry, investigation and resolution of complaint.
- That the institute shall deal with a complaint in a fair , clear, well publicized manner and will follow the principles of natural justice.

What we expect of you: -

- That you will take note of this procedure and honour it.
- That you will refrain from making complaints of trivial or frivolous nature.

## PERSONAL DEVELOPMENT

What you can expect of us:

- That the institute will provide you with the opportunity to participate in a wide range of sporting, cultural, personal development and other extra-curricular activities.
- That the institute will provide and maintain good facilities and resources.

What we expect of you: -

- That you will avail facilities provided by the institute to the best of your capability
- That you will obey the rule of the land while using these facilities.
- That you will be sensitive to the needs of others and uphold the good reputation of the institute.

Measuring our performance

We measure our performance in a range of areas using a variety of methods which include feedback from students, often gathered through satisfaction surveys. The following overarching performance indicators have been developed in consultation with students and staff of the Institute, to measure our success in areas which students have indicated are important to them.

Accessibility

We aim to ensure that at least 80% of students responding to the Institute Student Survey and to internal surveys rate staff in Student Support as being readily available.

We aim to ensure that the information we provide is accurate and up to date and that at least 80% of students surveyed are satisfied with information provided including that on our website.

### Satisfaction

We aim to ensure that at least 85% of students surveyed who have used the service are satisfied/very satisfied with the service provided. Each individual service will conduct randomised surveys.

From time to time we conduct more detailed surveys to ensure that service users are satisfied with the advice and support they have received and can help us to identify the ways in which contact has been helpful.

Final year students who have received assistance through Disability Services will be surveyed to ensure that we have catered consistently for their needs throughout their studies. We aim to ensure that at least 80% of students surveyed will be satisfied or very satisfied.

Our performance will be continually measured against these indicators and we will report our results in the Annual Report. This will be submitted to Senate via Academic Development and Student Services Committee and will be published on our web page.

### Confidentiality

Since all of our work is based on a relationship of trust, we expect that 100% of users will be happy that their personal information has been dealt with appropriately and that no information has been passed on to others without their consent, unless there has been evidence of a serious risk to their own safety or the safety of others.

In order to maintain high standards of service it is vital that we receive feedback. Extensive consultations have taken place in order to ensure that this Charter reflects the real interests of service users. We welcome

your views on the services provided and ways of improving them at any time.

