



# **DBS** College Handbook

2021/2022

## Table of Contents

SECTION 1 Learner Charter .....	4
1.1 Why a Learner Charter? .....	4
1.2 The DBS Learner Charter.....	4
SECTION 2 Finding Your Way Around DBS.....	6
2.1 People you may encounter .....	6
2.2 Timetables.....	7
2.3 Attendance.....	7
2.4 Class Representative System .....	8
2.5 Learner Feedback.....	8
2.6 Policy on Recording by Learners .....	9
2.7 Policy on DBS Recording .....	9
SECTION 3 DBS Student Services and Facilities.....	10
3.1 Dublin Business School Campus.....	10
3.2 Room Legend and Access Codes .....	11
3.3 Car Parking at DBS.....	11
3.4 Moodle .....	11
3.5 IT Services .....	12
SECTION 4 Academic Information and Resource Centre .....	13
4.1 Introduction .....	13
4.2 Online Reading Lists.....	14
4.3 Academic and Resource Centre Team .....	14
SECTION 5 Support for Learners with Additional Needs .....	15
SECTION 6 Student Engagement and Success Unit (SESU) .....	16
SECTION 7 The Student Experience Department.....	17
7.1 Student Welfare .....	17
7.2 Medical Assistance.....	17
7.3 Careers Hub.....	17
7.4 Student Council.....	17
7.5 Social life .....	17
7.6 Sports Clubs .....	18

7.7 Societies .....	18
7.8 Student Entertainment .....	18
7.9 International Student Services.....	18
SECTION 8 Assessment .....	20
8.1 Methods of assessment .....	20
8.2 Exams .....	20
8.3 Repeat Exam Administration Fees .....	21
SECTION 9 Appeals and Complaints.....	22
9.1 Appeals.....	22
9.2 Complaints .....	22
SECTION 10 Classification of Award.....	23
SECTION 11 Protection of Enrolled Learners (PEL) .....	24
SECTION 12 Conclusion.....	24

## Foreword

The purpose of this College Handbook is to provide you with a guide to Dublin Business School (DBS). It will help you find your way around College as well as provide you with valuable information on the resources, regulations, policies and procedures in DBS.

The DBS student website is the official source for all information and can be viewed at <https://students.dbs.ie/>. In particular, the *DBS Quality Assurance Handbook (QAH)* is located here (<https://students.dbs.ie/academicoperations/qah>) and is the primary source of information on all College policies, rules and regulations. This College Handbook is not intended as a substitute for these sources, or other DBS official documents, and may be subject to change. So please ensure to consult the website, as well as read your DBS email, for all up-to-date information.

We recognise that this year holds many significant challenges for learners due to the COVID-19 pandemic. DBS is actively monitoring the COVID-19 situation carefully and will continue to provide guidance in line with the Irish Government.<sup>1</sup> Information on how DBS is managing the current situation, including our plans for social distancing, teaching and the year ahead can be found here: <https://students.dbs.ie/academicoperations/information-for-20-21-academic-year>. Please note that arrangements are subject to change in light to the current situation.

We hope that you will have an exciting, rewarding and fulfilling experience at DBS and wish you every success on your learning journey.

---

<sup>1</sup> You can view the latest information on how Ireland is responding to cases of COVID-19 on the Government of Ireland website at: <https://www.gov.ie/en/campaigns/c36c85-covid-19-coronavirus/>.

## SECTION 1 Learner Charter

The Learner Charter aims to make learners aware of what you can expect of DBS and outlines what DBS can expect of you.

### 1.1 Why a Learner Charter?

DBS has around 9,000 active learners enrolled on programmes. We want the learner experience for all our learners to be a positive one. We recognise that our learners are part of a community of learning, and that we have obligations to fulfil towards our learners, and that learners likewise have responsibilities, to themselves, to their fellow learners and to the College. The Learner Charter therefore aims to set out what we see as the key areas that help to foster a supportive, constructive and positive learning environment. This Charter, however, like the [Quality Assurance Handbook \(QAH\)](#), is a 'living document' – we want to respond to issues as they arise. So if there is something you think is missing, we are happy to hear about it. Your suggestions can be made in writing [here](#).

### 1.2 The DBS Learner Charter

**You can expect to:**

1. Be provided with a welcoming and supportive environment in which to pursue your studies.
2. Be provided with a teaching and learning experience that helps you to achieve the intended programme learning outcomes, and ultimately your qualification.
3. Be given timely feedback on your academic performance on an ongoing basis.
4. Be provided with suitable resources to support your learning, and to be made aware of how to access these resources.
5. Be provided with accurate and timely information central to your studies such as timetables, forms, policies and procedures.
6. Be treated with respect, dignity and professionalism by DBS staff at all times.
7. Be provided with opportunities to take part in wider academic, professional and social activities aimed at enhancing your personal development.
8. Be provided with opportunities to give formal feedback to DBS on the quality of all aspects of the learner experience.
9. Receive prompt and timely responses to queries, complaints or other issues.

**DBS expects Learners to:**

1. Take responsibility for your studies and proactively manage your own learning experience.
2. Attend classes, lectures and other academic activities related to your programme of study and actively engage with/ in the content/ activity.
3. Take responsibility for the completion of all assessments, including the submission of assignments in accordance with deadlines, and similarly take responsibility for your attendance at examinations.
4. Work with staff and fellow learners to foster a positive and supportive learning environment for everyone.
5. Respect the academic integrity of the College and comply with policy and procedure as set out in the *Quality Assurance Handbook*.
6. Proactively ensure you are aware of key programme information such as deadlines, and to regularly monitor your College e-mail to ensure you are aware of DBS communications.
7. Use College facilities in an appropriate manner and with respect for other users.
8. Behave in a courteous and professional manner towards staff and other learners at all times.
9. Proactively inform the College if you have circumstances that you feel may impact on your studies, and to take responsibility for seeking any support that you may require.
10. Ensure that you follow all health and safety requirements of the College so as to protect yourself and the DBS community.



## SECTION 2 Finding Your Way Around DBS

### 2.1 People you may encounter

The following DBS staff roles all play a part in the administration of your discipline area and the programmes it offers.

#### **Programme Coordinator**

Programme Coordinators provide administrative support and ensure that you are provided with full details of your programme of study. They are the first point of contact for a range of issues such as programme queries, deferrals or personal mitigating circumstances (PMCs) that may affect your learning. Programme Coordinators are responsible for day-to-day management of student information and data.

#### **Module Leaders**

Each module on your programme has a module leader. This is the main lecturer responsible for the module. They prepare and deliver the material and set and mark your assessments. They also ensure that the module content is regularly reviewed and up to date. Contact details for each module leader can be found on the Moodle page for each module.

#### **Academic Director**

Academic Directors are responsible for the academic quality, overall management and development of the programme, the coordination of the organisation and delivery of the programme, and the support of learners on the programme. The Academic Director has an important role in mentoring learners and providing them with guidance and support on both academic and non-academic matters related to learner life.

#### **Assessment and Regulations Manager**

The Assessment and Regulations Manager has responsibility for assessment and examinations, academic regulations, student discipline and conduct in relation to assessment, academic records and liaison with accrediting bodies.

#### **The Exams Team**

The Exams Team works with the Assessment and Regulations Manager in managing and administering all aspects of exams, including timetabling, organising rooms, booking invigilators, receipt and checking of exam papers and associated documentation, running exam events, management of scripts and provision of all information to External Examiners.

### **Registrar**

The Registrar is the member of senior management responsible for safeguarding and promoting the academic integrity and quality, and academic standards of DBS and ensuring that DBS is operating in accordance with academic regulations. The Registrar formulates the academic policies, standards, processes and procedures of DBS and ensures that they are followed and enforced.

### **School Administrative Officer**

The School Administrative Officer manages student registration and graduation events throughout the year. They are also secretary to a number of boards, including Academic Board and Board of Studies. Any learner complaints should be submitted to the School Administrative Officer (email: [schooladminofficer@dbs.ie](mailto:schooladminofficer@dbs.ie)) using the **Complaints Form** on the DBS student website at <https://students.dbs.ie/academicoperations/qah>.

### **2.2 Timetables**

Timetables, including details of the location of classes, can be found at <https://students.dbs.ie/timetables> ('My timetable'). Notes regarding changes will be found here and communication will be sent out to you via email. Where an unavoidable change occurs at short notice, notifications will also be sent out to mobile phone numbers. This means it is very important to keep your contact details up to date. Should you need to change these please see the [Change Personal Details](#) section of the DBS student portal.

You can obtain a personalised timetable by using the calendar in your student email account. Your timetable can also be sync'd with your mobile device.

See <https://students.dbs.ie/computer-services> if you require help with any technical issues.

### **2.3 Attendance**

Students are expected to attend all of their classes, and attendance for face-to-face classes is monitored through the process of 'tagging in' electronically using your student card. If you do not tag in to your lecture you will be marked as absent.

Evidence suggests that learners with attendance of at least 80–85% tend to achieve better outcomes on their programme. Further, poor attendance can affect the class dynamic and impact other learners, so it is in everyone's interests to maintain a good attendance record.

If you have forgotten your student card to tag in with, then you should make your lecturer aware during or directly after your class. The Programme Coordinator cannot update your record



without written confirmation from the lecturer. If you have valid reasons to miss class, a Medical Certificate or other relevant supporting documentation should be provided to the Programme Coordinator to note an 'authorised absences' on your record.

In order to help you keep track of your student attendance, the percentage is available to view on your Moodle page. Full details of the attendance policy are available in the [QAH Part B Section 4: Programme Participation](#).

### **International Student Attendance Requirements**

All International Students who have a Stamp 2 Student Visa have a minimum attendance requirement of 85% to comply with their visa requirements. To assist international students in this regard, we monitor and report the attendance of these students to INIS on a regular basis. We also report any students where attendance is consistently below 85%.

If you cannot attend because of illness, a certificate from a doctor will be required where the absence is greater than two days.

### **2.4 Class Representative System**

Each class group in DBS appoints one or two Class Representatives. These Class Representatives then liaise with learners and faculty and coordinate student feedback and student input to the course review process.

At the beginning of the academic year, Class Representatives will attend training. This training will be coordinated and run by Student Services. Class Representatives will have two meetings with the Academic Director and two meetings with Student Services during the academic year and reports of these meetings will be part of DBS's formal review process.

Each Class Representative who is active during the year will be entitled to a letter of recognition to acknowledge their participation in the role.

### **2.5 Learner Feedback**

DBS takes learner feedback very seriously and acts on a formal and informal basis to address our learners' comments and observations. Questionnaires are completed by learners on Moodle regularly during the year to provide the opportunity for each individual to contribute directly to the course review process. Immediate issues are addressed as soon as possible and recommendations are reviewed for following academic years.

## 2.6 Policy on Recording by Learners

It is DBS policy that no student may record sound or video in a teaching situation, which includes lecturers, seminars, tutorials or labs, without prior written consent of the lecturer and the other participating students. Only in cases, where there are personal mitigating circumstances for a student, will requests of this nature be considered. A formal request must be made prior to any recording, and academic staff have the right to refuse where other mechanisms to support the student can be instituted. Full details of the recording policy are available in the [Learner Code of Conduct and Digital Well-Being Policies in the QAH](#).

## 2.7 Policy on DBS Recording

All live learning activities in DBS, with some exceptions, are recorded, in accordance with the Recording of Learning Activities Policy. Recordings of learning activities are then deleted from Moodle within 12 months after the module has finished for that cohort, in accordance with DBS's Data Retention Policy (see the DBS QAH) for further information on both policies. Learners will be notified if a learning activity on their programme will not be recorded.

Recordings of live online, hybrid and in-class sessions are made available to learners on the Module page on Moodle. Recordings of learning activities are intended **to complement** live learning sessions and not to replace them.

## SECTION 3 DBS Student Services and Facilities

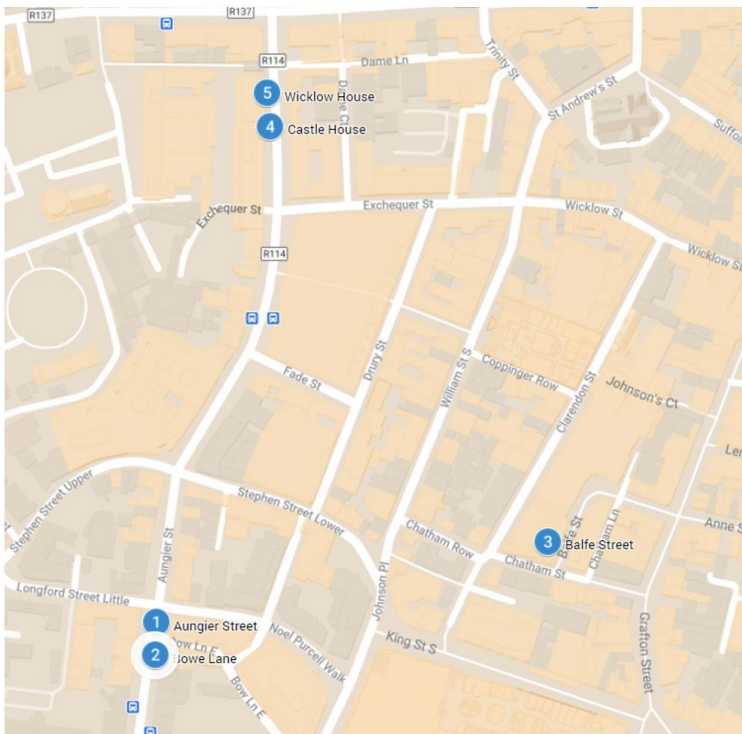
### 3.1 Dublin Business School Campus

DBS is a city centre campus. The majority of classes are held in our buildings, Castle House on Georges' St or Aungier Street, Dublin 2. All buildings are within 5 minutes' walk of each other. The following is a comprehensive key to our buildings:

1. Castle House, 73/83 South Great Georges Street (appears as CH on timetable)
2. 13/14 Aungier Street (appears as AS on timetable)
3. Bow Lane (next to the Aungier Street building; appears as BL on timetable)
4. 6/9 Balfe Street, Block A and B (appears as BSA and BSB on timetable)
5. Wicklow House, 84-88 South Great George's Street (appears as WH on timetable)

Buses servicing Aungier Street/South Great Georges Street directly include: 9, 15, 16, 65, 65B, 83, 140 or 122.

All bus, DART, Luas and rail routes service the city centre with stations close to the College. The map below shows the location of our buildings.



1. Castle House
2. Aungier Street
3. Bow Lane
4. Balfe Street
5. Wicklow House

### 3.2 Room Legend and Access Codes

The following table lays out the key for building name abbreviations as they will appear on your timetable. Please contact DBS Reception for the associated door codes for entry:

Timetable abbreviation	Building	Door Code
AS	Aungier Street	No code required
BL	Bow Lane	Available from DBS Reception
BSA	Balfe Street Block A	Available from DBS Reception
BSB	Balfe Street Block B	Available from DBS Reception
CH	Castle House	No code required
WH	Wicklow House	No code required

### 3.3 Car Parking at DBS

DBS has subsidised car parking available with two car parks, Drury Street Multi-storey on Drury Street and the Royal College of Surgeons Car Park attached to St Stephens Green Shopping Centre.

#### **Drury Street Multi Storey**

Daily rate €10 (including weekends)

Monday – Friday 4.30pm–1am, €2.50.

#### **Royal College of Surgeons (RCSI)**

Monday – Friday 5pm – Midnight, €2.00.

To avail of these rate, you must get your ticket validated using the stamp at the security desks in Aungier Street or Castle House.

### 3.4 Moodle

Moodle is the DBS online virtual learning platform, which you can use as your 'go-to' resource for class notes, power-points, recordings of lectures, assignment briefs and submissions and much more. The College is increasingly using blended learning in programme delivery and as such you can expect to find a range of activities and resources for each module within Moodle.

Go to <https://elearning.dbs.ie/my/> to login to Moodle, using your student number and password. Your password will have been sent to your personal email address once you have registered for your programme. You will find a useful guide to Moodle here: <https://students.dbs.ie/getting-started-with-moodle>.

### 3.5 IT Services

DBS strives to ensure that student computing facilities and services in the College are continuously upgraded to cater for emerging academic needs and to capitalise on developments in technology.

An overview of IT services and support can be found here: <https://students.dbs.ie/dbs-student-services/computer-services>.

This page details the opening hours and location of the IT helpdesk, the phone number and how to log a ticket with IT.

If you have any IT issues please log a ticket at <http://servicedesk.dbs.ie/> or call in person to the Student Support Desk on the second floor in Castle House, or call us on 01 4177573.

Further information is available on the website at the above link.

## SECTION 4 Academic Information and Resource Centre

### 4.1 Introduction

The formal name of the DBS library is the Academic Information and Resource Centre, and it is located on the second floor of the DBS Aungier Street campus. However, since March 2020 DBS has introduced many changes in the Library Services to ensure compliance with COVID-19 guidelines. Learners will have access to an extensive online library, which is accessible via the library website at: <http://library.dbs.ie/>.

#### Opening Hours:

The online library databases are available online off-campus 24/7.

The physical library is currently offering a 'Click and Collect' service due to COVID-19 restrictions, and the library staff are still available to help during opening hours.

#### Contact details are as follows:

**Phone:** 01 4177572  
**Email:** [library@dbs.ie](mailto:library@dbs.ie)  
**Website:** [library.dbs.ie](http://library.dbs.ie)

Librarians are also available to help with any queries via our **Ask-a-Librarian** webchat which can be accessed from any page of the library website at: <https://library.dbs.ie/>.

#### Library Services:

- **Information Skills Classes:** the Information Skills Librarian runs a variety of classes on how to evaluate and use information effectively; essay writing, avoiding plagiarism and referencing. Please consult the Library Website (Information Skills menu) for further information. A timetable of upcoming Library Classes can be found at <https://libcal.dbs.ie/calendar/classes>.
- **Guides/Handbooks:** guides on how to use resources, essay writing, referencing, avoiding plagiarism, conducting a literature review, etc. are available on the library website and in hardcopy. There is also a quick guide to library resources.
- **Research Papers:** research by faculty and students (theses with a mark of 2.i upwards) is available on the College's institutional repository eSource: <https://esource.dbs.ie/>.



## 4.2 Online Reading Lists

Reading lists are central to the teaching and learning experience in higher education. The DBS Academic Information and Resource Centre uses LORLS to provide dynamic online reading lists to learners with access to online reading lists with links to a range of resources including library catalogue records (for books), eBooks, journal articles, journal titles, and websites. The online reading list for any module can be found on Moodle by selecting the **Library Reading List** link in the Module Information section of the module's page.

## 4.3 Academic and Resource Centre Team

You can contact any member of the team by e-mailing: [library@dbs.ie](mailto:library@dbs.ie).

### *Teaching Librarian*

- The Teaching Librarian is responsible for teaching information skills to students across the College through a range of scheduled, embedded and bespoke classes.

### *Postgraduate Librarian*

- Postgraduate students can book a one-to-one research support session with the Postgraduate Librarian.

### *Reader Services Librarian*

- *The Reader Services Librarian is responsible for all front-facing services including student and staff enquiries and guidance.*

### *Research Librarian*

- The Research Librarian is responsible for supporting the research activities of faculty and for maintaining the institutional repository, eSource: <https://esource.dbs.ie/>.

### *Law Librarian*

- The Law Librarian is responsible for the law collection (print and e-resources) of the Library.

### *Acquisitions Librarian*

- The Acquisitions Librarian is responsible for the collection development of the Library.

### *First Year Librarian*

- The First Year Librarian is the go-to Librarian for all student enquiries.

Please go to <https://library.dbs.ie/> to find out more about the Library at DBS.

## SECTION 5 Support for Learners with Additional Needs

The purpose of the Learner Supports Service is to ensure that programmes and facilities are accessible to students with specific needs wherever possible and to support students in achieving their educational goals. Further information on the Learner Supports Service can be found on the DBS website here: <https://students.dbs.ie/dbs-student-services/disabilities-support>.

For full details please see the QAH *Section 4.4 Supports for Learners with Additional Needs (Need Extra Provision) Policy*. The QAH can be found on the DBS website here: <https://students.dbs.ie/academicoperations/qah>.

The following are examples of accommodations that may be provided by Dublin Business School to students with specific learning needs:

- Extra time to complete each examinations
- Dictation / scribe in exams
- Use of a laptop
- A reader in exams
- Enlarged print to A3 size
- Smaller or separate examination rooms
- Rest period during examinations
- Allowance by the examiner for grammar and spelling

### **Registering with the Learner Supports Service**

It is important for students with specific physical or learning needs to register upon commencement of their programme to ensure appropriate assistance during their studies. To register or to discuss any issues relating to specific accommodations, contact the Learner Supports Coordinator by phone (01 4170667), email ([learnersupports@dbs.ie](mailto:learnersupports@dbs.ie)), or face-to-face in the Library in Aungier Street. Any assessment of additional support needs will be based upon an appropriate report from a relevant expert such as a medical consultant or educational psychologist. The Learner Supports Coordinator will maintain strict confidentiality unless permitted to disclose information to faculty.

Please note that students at private colleges are not entitled to apply to the Fund for Students with Disabilities which is administered by the Higher Education Authority (HEA) to cover the cost of accommodations such as classroom assistants, sign language interpreters, assistive technologies, etc. Dublin Business School will endeavour to meet the needs of students within these constraints.

## SECTION 6 Student Engagement and Success Unit (SESU)

Dublin Business School (DBS) welcomes and supports all new entrants in their transition in to, and back to, third level education. As part of this commitment, DBS has established a Student Engagement and Success Unit (SESU) which aims to help students with this transition.

There may be times when you will need support and assistance with your studies or with personal issues and SESU is here to help. These include SESU Drop in sessions – Tea & Talk, SESU Workshops for Numerical Skills, Academic Writing & IT Skills as well as Research Skills & Referencing. Our Peer Mentor Programme will also provide peer-support across all programmes throughout the academic year.

For the academic year 2020/21, the Student Engagement & Success Unit, the Student Experience Team & the Student Union will be focusing on health promotion, resilience strategies & promoting a positive environment. Student Wellbeing was developed to recognise the importance mental wellbeing plays in our students' college experience.

For more information, including the full range of supports, services and contact details, please go to: <https://students.dbs.ie/dbs-sesu/student-wellbeing>.

You can contact any member of the team by e-mailing: [sesu@dbs.ie](mailto:sesu@dbs.ie).

## SECTION 7 The Student Experience Department

The Student Experience Team is located on the 4th floor in Castle House and the Ground Floor in Aungier Street. We are here to support student success and enhance your student experience.

### 7.1 Student Welfare

DBS continues to focus on student health and well-being, with the mental health of our students being a priority.

Student Welfare is located in the Student Services Hub on the 4th Floor in Castle House. We provide support in an impartial and confidential manner, along with information regarding counselling options and free support services.

To contact our Welfare Officer in confidence e-mail [student.services@dbs.ie](mailto:student.services@dbs.ie).

### 7.2 Medical Assistance

If you require medical assistance during your time in DBS, the [Aungier St Medical Clinic](#) offers a discount to students carrying a valid Student card.

### 7.3 Careers Hub

The DBS Careers Hub, located in Aungier Street, offers specific pathways for students in order for you to achieve your Career Goals. Refer to the website at <https://students.dbs.ie/dbs-student-services/careers-hub> for more information and to book your place on one of our workshops.

### 7.4 Student Council

The DBS Student Council welcomes all students appointed or elected to the role of Class Representative, Peer Mentors, Sports Clubs & Society leaders and members of the Students Union. The Council acts as a platform for two-way communication between the College and the student body.

### 7.5 Social life

College life is about much more than just education. The DBS campus is located in Dublin City Centre, and we use all of the extra-curricular and recreational opportunities that our unique location offers. DBS recognises that clubs and societies are key to enhancing and enriching a student's experience while in college. Get involved, and besides doing something that you love and enjoy, you will meet new friends with similar interests, meet fellow students on different programmes, and develop as a person. Whatever your interests, there is a club or society for everyone!

Talk to the Team in the Student Services Hub in Castle House and come along to the Clubs and Societies Sign Up days.

### 7.6 Sports Clubs

Recent years have seen exceptional sporting success for DBS, with our student teams being crowned Intervarsity Champions in Cricket, Basketball and Soccer.

Other sports clubs in the College include Rugby, Soccer, Athletics, Badminton, Cricket, Futsal, Hockey, Golf, Volleyball, Equestrian, Surfing and Water Sports, Cycling, Go-Carting, Hillwalking, Orienteering, Swimming, Rock Climbing, Table Tennis, Pool, Archery and Dodgeball.

### 7.7 Societies

The College has over 50 societies across different interest areas, including activity-based, special interest, religions, international and cultural and volunteering and social.

### 7.8 Student Entertainment

There is a full and varied schedule of social and cultural events throughout the year. From Freshers' Week in September, RAG Week, weekly film screenings, cultural excursions and day trips, and the Formal Ball and Awards in May, there is something for everyone. We also celebrate important cultural and national events such as Holi, Eid, St Patrick's Day, 4<sup>th</sup> July and other National Holidays. Watch the notice boards and social posts for more details and to book your place.

### 7.9 International Student Services

The International Student Services Team looks after the ongoing support of international students at DBS, and provides the following services:

- Registration and Orientation
- Immigration Services and Advice
- International Student Letters
- Accommodation Advice
- Further Study Information
- Career Preparation Advice
- General Advice and Support.

DBS complies with the QQI [Code of Practice for Provision of Programmes of Education and Training to International Learners](#). This code sets out expectations relating to the quality of services and supports available to international learners in Ireland.

DBS is also a member and has representation on the board of the [Irish Council for International Students \(ICOS\)](#).

**Student Experience Department Locations**

*Aungier Street* (Ground Floor) – Careers Hub

*Castle House* (4<sup>th</sup> Floor) – Student Services Hub

- Student Services (Student Experience Officer, Study Abroad Officer, Student Welfare Officer & International Officer)

**Opening hours (both offices):**

8:45am – 17:15pm

**Key Contacts:**

Careers Team – [careerdevelopment@dbs.ie](mailto:careerdevelopment@dbs.ie)

Student Services – [student.services@dbs.ie](mailto:student.services@dbs.ie)

International Student Services- [intlservices@dbs.ie](mailto:intlservices@dbs.ie)

This year will be a challenging year for us to stay connected but the Student Experience Team is committed to ensuring we have as much fun and connection as any other year and look forward to all the fun activities we have in store. See you there!



## SECTION 8 Assessment

### 8.1 Methods of assessment

DBS programmes are assessed through a range of methods, including continuous assessment (CA), practicals, placements, project/thesis, written examinations, or a combination of these assessment tools. The assessment methods for modules within each programme are made known to learners at the beginning of the academic year via the individual Programme Handbooks on the DBS website and your Module and Assessment Guides on Moodle.

For full details on DBS policies relating to assessment, please refer the QAH *Part B Section 5: Assessment Regulations*. The QAH can be found on the DBS website here:  
<https://students.dbs.ie/academicoperations/qah>.

### 8.2 Exams

All information around examinations can be found on the Examinations Office page on our website. Please see <http://students.dbs.ie/exams-office>.

Please note that under restrictions arising from COVID-19, DBS moved all exams to online exams from March 2020, and this will continue for the academic year 2020/21. Full information will be provided by the Registrar and Exams Office in advance of exams, but learners should be prepared to sit exams online and should ensure timely access to a laptop and reliable internet connection. Additional hardware such as a webcam may also be required to allow monitoring of online exams.

#### **Exams Absence**

If you cannot sit the exam for any reason you should complete the Personal Mitigating Circumstance (PMC Form) through ticketing system on the Examinations Office web page.

Supporting documents are required to defer any exam and should be submitted to your Programme Coordinator in advance of the date of the exam or within 7 days afterwards. **Failure to defer will result in an attempted being recorded and module/s marks being capped at 40%**

**(Note that at Award Stage repeat modules will result in capping of the overall award.)**

#### **Exam Timetables**

Examinations timetables are posted on the site at <https://students.dbs.ie/timetables/exam-timetables> with the date, time and location of the exam. Please check regularly in advance of an exam for any changes.

**Do not download and save the timetable locally – it is important to check the live version in case of updates.**

**Please also remember to bring your student card to the examination with you.**

Should you have any questions regarding the examinations around the exam time, please email the exams office on [exams@dbs.ie](mailto:exams@dbs.ie).

### **No Repeat for Honours**

**Students should be aware of the ‘no repeat for honours’ rule whereby failed modules at Award Stage will lead to awards being capped as a pass award. Programmes such as Special Purpose Awards, Higher Certificate, Higher Diploma and Masters programmes are entirely Award-Stage and as such any failed module will result in capping of the award at 40%.**

For any further queries, please contact your Programme Coordinator or see the [Quality Assurance Handbook](#). *The QAH can be found on the DBS website here:*  
<https://students.dbs.ie/academicoperations/qah>.

### **8.3 Repeat Exam Administration Fees**

Repeat Exams will incur an administrative fee as per the [Repeat Exam Administration Fees Policy](#) ([https://students.dbs.ie/docs/default-source/default-document-library/repeat-fees-201811.pdf?sfvrsn=d43347d3\\_0](https://students.dbs.ie/docs/default-source/default-document-library/repeat-fees-201811.pdf?sfvrsn=d43347d3_0)). Fees are payable in advance and are non-refundable.

## SECTION 9 Appeals and Complaints

### 9.1 Appeals

All learners are entitled to appeal the decision of a lower level decision-making body to a higher one. Examples of decisions that may be appealed include an assessment decision, a decision of the Academic Impropriety Committee, a decision of the Disciplinary Committee and a decision to withdraw a learner from a programme. For full information on the appeals and complaints process please follow this link to the relevant section of the QAH *Part B Section 3: Appeals and Complaints*.

### 9.2 Complaints

The DBS Complaints Policy outlines a series of steps required to resolve complaints or issues to the mutual satisfaction of the complainant and the individual, service or department against which the complaint is being made. DBS commits to timely, transparent and fair resolution of issues within a supportive framework. Please refer to the QAH *Part B Section 3: Appeals and Complaints* for full details.

The QAH can be found on the DBS website here: <https://students.dbs.ie/academicoperations/qah>.

## SECTION 10 Classification of Award

The award class of the degree is calculated on the credit-weighted mean value of the grades that contribute to the award. DBS applies a percentage grading system. Full details on award classifications can be found in the *QAH Part B Section 6: Examination Boards and Awards Classifications*. The QAH can be found on the DBS website here: <https://students.dbs.ie/academicoperations/qah>.

### **No Repeat for Honours**

**As above, students should be aware of the ‘no repeat for honours’ rule whereby failed modules at Award Stage will lead to awards being capped as a pass award. Programmes such as Special Purpose Awards, Higher Certificate, Higher Diploma and Masters programmes are entirely Award-Stage and as such any failed module will result in capping of the award at 40%.**

## SECTION 11 Protection of Enrolled Learners (PEL)

For all DBS courses covered by the provisions of Section 65 (4) of the Qualifications and Quality Assurance (Education and Training) Act 2012, (Protection of Enrolled Learners, or PEL), DBS has arrangements in place with Kaplan Inc. (the Guarantor) such that on the occurrence of a Trigger Event, the Guarantor will refund the moneys most recently paid to the relevant payers.

### **Trigger Event means:**

- (i) Where DBS does not provide the programme for any reason including by reason of insolvency or winding-up of DBS, and/or,
- (ii) where Enrolled Learners have begun a Programme but not completed that programme and DBS ceases to provide the said Programme before the said Programme is completed for any reason, including by reason of insolvency or winding up of DBS, and/or where the Authority (QQI) withdraws validation of a Programme under section 36(7), section 47, or section 59(7) of the Act.

**Moneys Most Recently Paid:** the moneys most recently paid to DBS by, or on behalf of, an Enrolled Learner in respect of a programme for:

- (i) Tuition fees;
- (ii) Registration fees;
- (iii) Examination fees;
- (iv) (iv) Library fees;
- (v) Student services fees, and
- (vi) Any other fees which relate to the provision of education, training and related services.

**Payer:** the person who paid the moneys most recently paid.

In the event that the programme(s) cease prior to completion, the General Counsel - International for Kaplan International Colleges will be responsible for initiating the drawing down of the guaranteed amounts and ensuring that such amounts are distributed to learners or payers, in accordance with Section 65 (4) (b) of the Act. Contact details for the General Counsel - International are as follows:

*Email: [general.counsel@kaplaninternational.com](mailto:general.counsel@kaplaninternational.com)  
Address: Kaplan – Legal Department  
Palace House, 3 Cathedral Street  
London SE1 9DE*

## SECTION 12 Conclusion

We hope you have found the DBS College Handbook helpful.

If you have any queries, please contact your Academic Director, Programme Coordinator or Module Leader. If you need to avail of any of the range of DBS services, please consult the DBS student website for the correct up to date contact details or forms suitable for your needs:

<https://students.dbs.ie/>.

Enjoy your time at DBS!