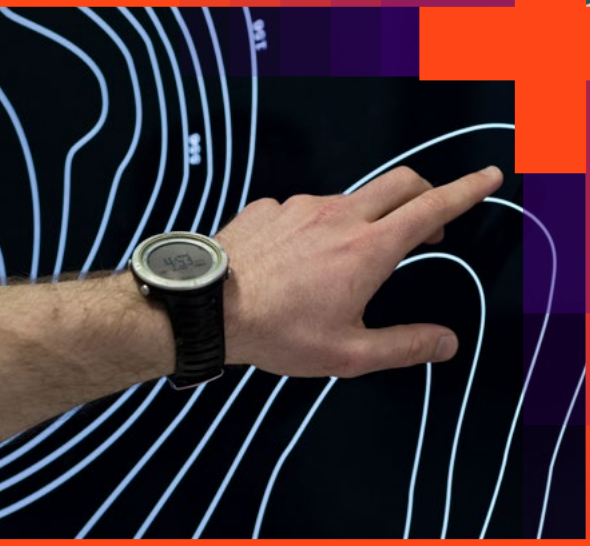
Institute of Art, Design + Technology Dún Laoghaire

Learner Charter 2026



Welcome to the Institute of Art, Design + Technology (IADT)

We are committed to providing the highest quality service possible. IADT's Learner Charter sets out the standards of service we aim to provide you with. It explains the responsibilities between staff and students, and the partnership approach we take with our learners. This Learner Charter is important to the relationship we want to cultivate between IADT and our learners.

Our vision is to support learning, teaching, research and innovation, and to play a leading role in the development of industries focusing on the creative, cultural and digital technologies sectors. Our mission is to harness creativity and innovation as expressed in the arts, technology and entrepreneurship. We work in partnership with learners and stakeholders to develop graduates who are innovative, creative, entrepreneurial and adaptable, and ready to meet the challenges of the digital sectors.

The Learner Charter is emailed to every student in September. Please take the time to read it. It's an important part of your commitment as a student to us, as well as ours to you. It is reviewed regularly in consultation with students and staff and your feedback is always welcome.

Beginning Your Studies

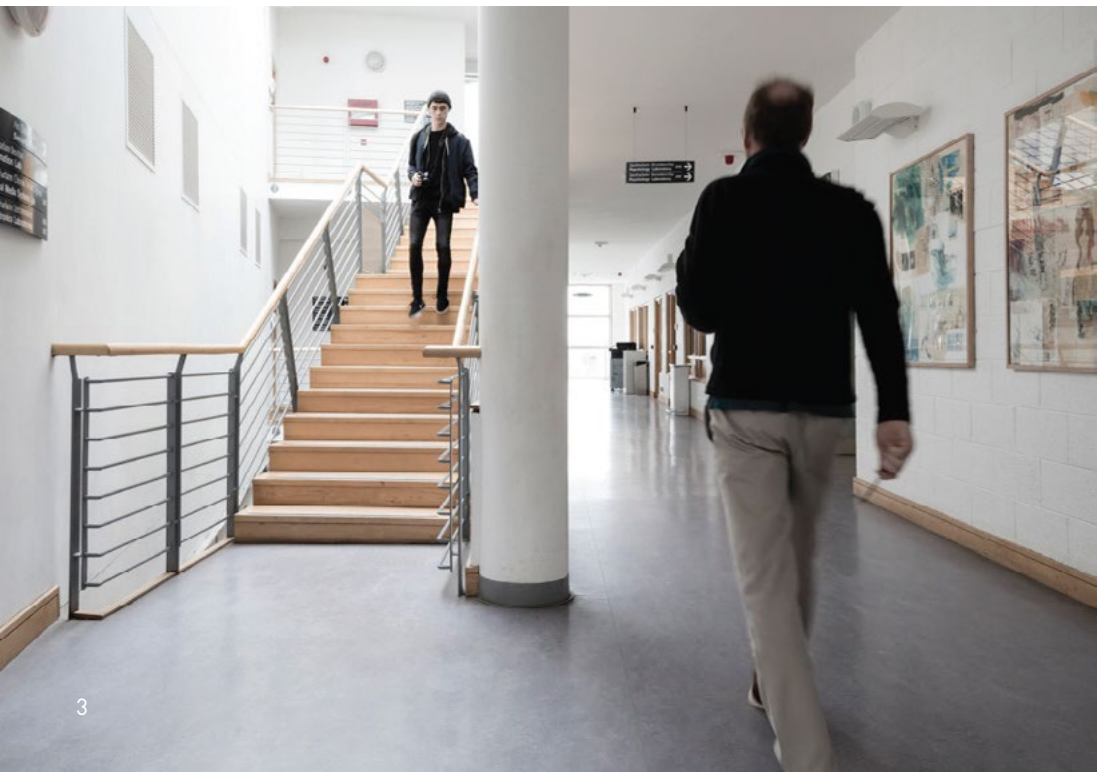
You have the right to expect us to provide you with:

General information:

- A Student Handbook introducing you to IADT, the campus, regulations and facilities.
- An induction to general services and facilities.

Information specific to your programme:

- Information and contact details for the staff responsible for your programme of study.
- An induction session to your programme.
- A clear statement about programme requirements.
- Details of the methods by which you will be assessed, and the criteria used.
- An assessment schedule for the year.
- Details as to how you will be informed about your progress.
- Information on any changes to your programme

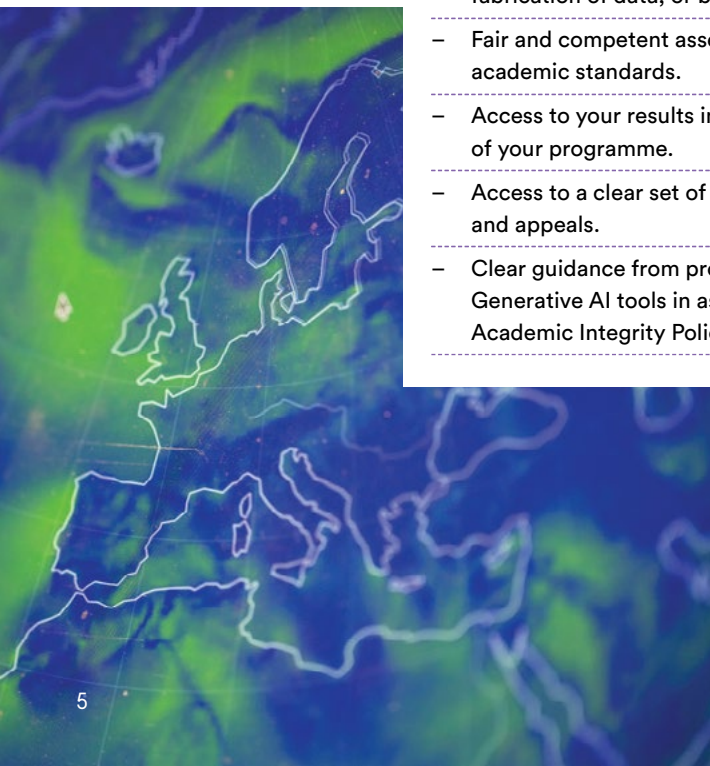


We have the right to expect that you will:

- Become familiar with the information we provide, and check The Hub, relevant noticeboards, post and emails regularly (all emails from IADT will be sent to your IADT email account – N00123456@student.iadt.ie).
- Seek clarification about anything you do not understand.
- Participate in IADT opportunities provided for you.
- Check your registration details and report any errors or omissions immediately.
- All students should register for each year of their programme. They should do this as soon as they receive their registration email.
- Undertake to observe IADT's rules and regulations.
- Respect IADT property and our environment, neighbours and local community.

You have the right to expect:

- A stimulating and challenging learning, teaching and research environment.
- High quality teaching and supervision.
- Access to facilities and resources sufficient for the achievement of your educational goals, including library, computing and learner support services.
- Regular feedback on your academic progress.
- Information on penalties for late submission or non–submission of programme work.
- Information on any attendance requirements and the consequences of failure to attend classes and examinations.
- Programmes to be regularly reviewed to enhance the quality of learning.
- To be informed of any changes to your programme in a timely fashion.
- A clear explanation of unacceptable academic behaviour such as plagiarism, cheating, collusion, fabrication of data, or breach of copyright.
- Fair and competent assessment that meets national academic standards.
- Access to your results in a timely fashion on completion of your programme.
- Access to a clear set of procedures around deferrals and appeals.
- Clear guidance from programme teams about using Generative AI tools in assessment in line with IADT's Academic Integrity Policy.



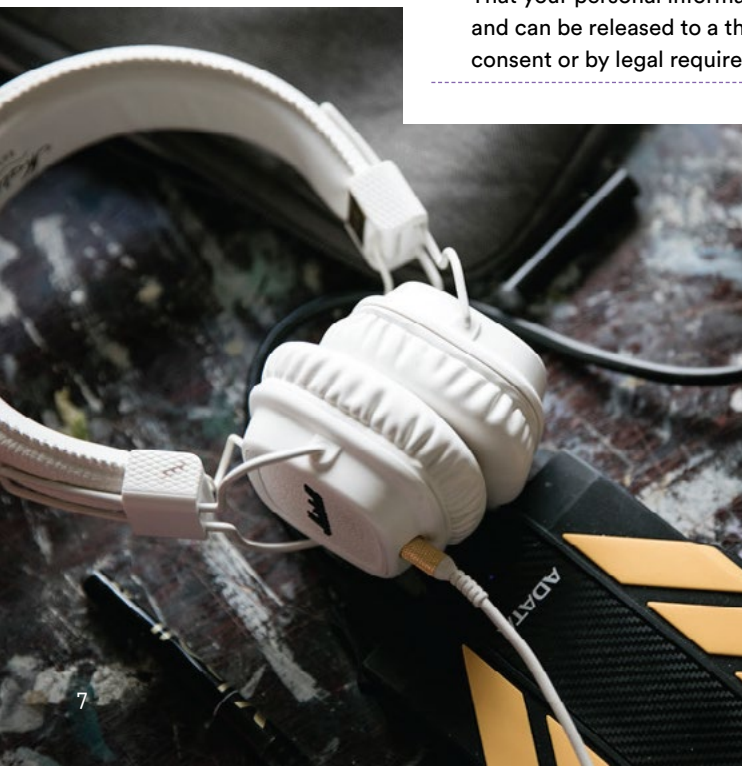
We have the right to expect that you will:

- Work to the best of your abilities.
- Make yourself aware of all programme requirements and observe them.
- Raise any questions on your progress with appropriate staff in a timely fashion.
- Observe IADT's rules and regulations on academic integrity, including: plagiarism, cheating, collusion, fabrication of data, breach of copyright, as well as deferrals and appeals.
- Make yourself available for academic feedback when requested.
- Punctually attend designated lectures, programme assessments, tutorials, seminars or other timetabled activities.
- Submit all written assignments, practical work or other programme work within the specified time limits.
- Make your best attempt at each element of assessment in your programme.
- Respect the rights of others in all learning spaces.

Equality, Diversity + Respect

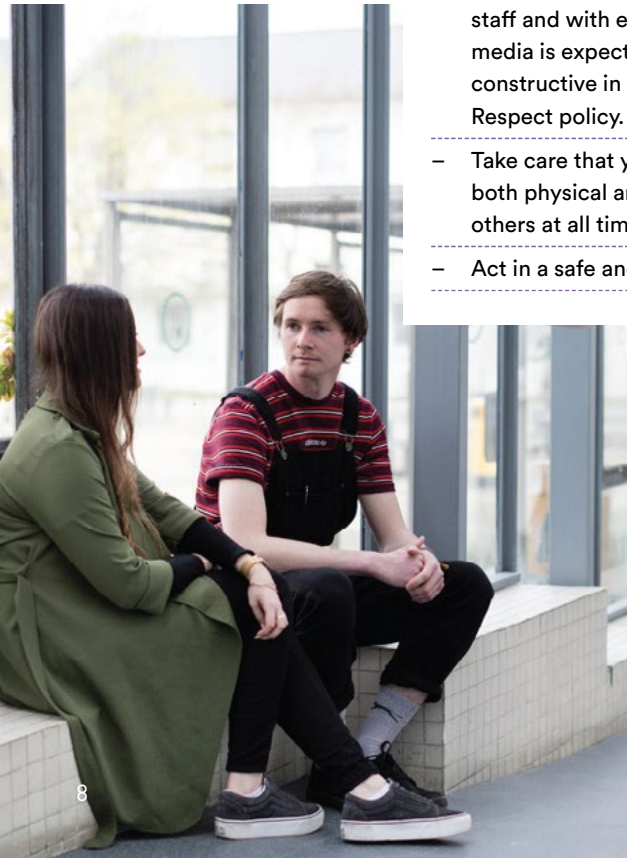
You have the right to expect:

- To be treated with courtesy and respect in all your dealings with IADT.
- To be treated fairly regardless of gender, marital status, age, disability, race, ethnicity, religion, sexual orientation, family status, or membership of the Traveller Community.
- To be able to participate fully in all IADT activities without fear and free from discrimination.
- To study in an environment free from harassment and abuse of power.
- To have your learning needs assessed and met as far as is reasonably practicable.
- To work and study in a safe and healthy environment.
- To have access to your files and any personal data held by IADT as provided for under Data Protection and Freedom of Information (FOI) legislation.
- To be encouraged to provide feedback on all of our services.
- That your personal information will remain confidential, and can be released to a third party only with your consent or by legal requirement.



We have the right to expect that you will:

- Treat all staff, fellow students and visitors with courtesy and respect regardless of gender, marital status, age, disability, race, ethnicity, religion, sexual orientation, family status, or membership of the Traveller Community.
- Advise appropriate staff of any concerns you may have regarding equality or personal safety and do so in a timely manner.
- Take every precaution to ensure that you behave in a safe and considerate manner towards all staff and students.
- Behave in a manner which will not bring IADT into disrepute.
- Adhere to all IADT regulations in the Student Handbook concerning drugs, alcohol and smoking.
- Adhere to the highest standards of language and behaviour expected by IADT. Student interaction with staff and with each other both in-person and on social media is expected to be respectful, inclusive and constructive in order to abide by the IADT Dignity and Respect policy.
- Take care that your interpersonal communications in both physical and virtual environments are respectful of others at all times.
- Act in a safe and responsible manner towards others.



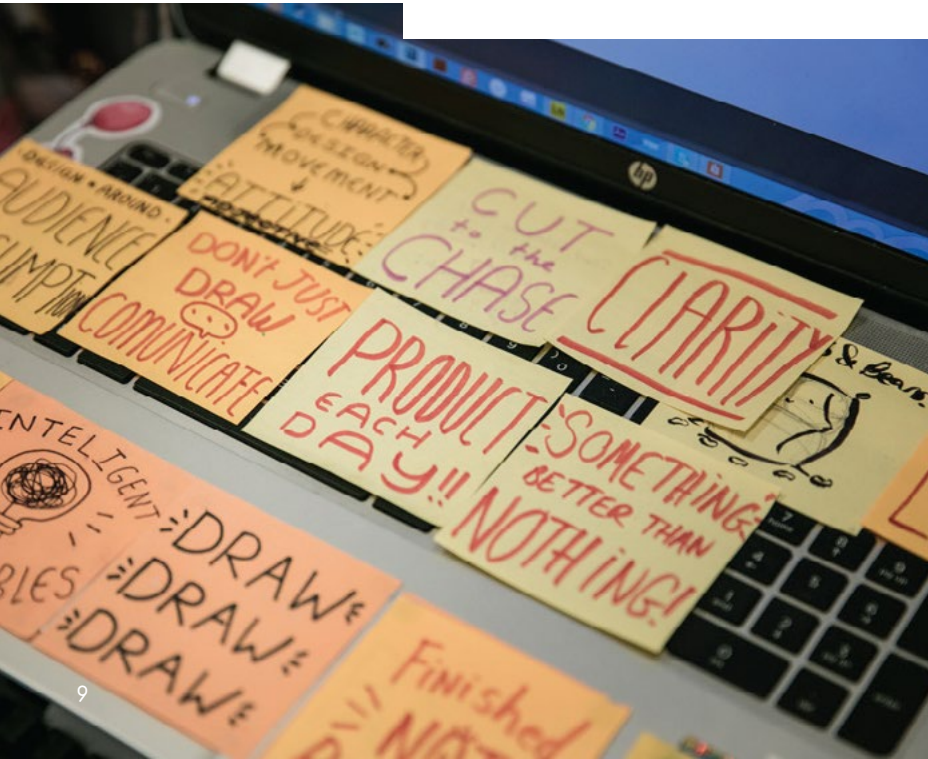
We are here to support you

You have the right to expect these supports from us:

- Services to be provided in an accessible, helpful and confidential manner.
- Access to appropriate computing facilities and assistance.
- Access to a range of cultural, recreational and sporting activities.
- Access to information about the range of support services available which include Counselling, Health + Medical, Learning Support, Disability Support, and Financial Support Services.
- Career information and guidance to prepare you for the transition to employment, further research or study.

We have the right to expect that you will:

- Provide us with information on any additional needs you may have in a timely fashion.
- Take personal responsibility for seeking any support you may need.



What if there is a problem?

You have the right to expect:

- Information about the standards of behaviour IADT expects.
- Access to the student complaints procedure: an accessible and straightforward system where concerns can be raised.
- Complaints to be dealt with fairly and quickly.
- Fair and appropriate procedures to be in place to deal with misdemeanours and serious offences, and that such procedures will be strictly adhered to.
- Disciplinary incidents to be dealt with fairly and quickly, and that you will be informed of any sanctions.

We have the right to expect that you will:

- Make yourself aware of IADT's complaints and disciplinary procedures. Complaints docs are available from: https://iadt.ie/about/iadt-policies-procedures/student-policies/
- Use the complaints procedures fairly and appropriately.

Online Communications

IADT requires and expects that respect will be shown to all staff and students when communicating electronically/ online, in any context.

If you are unsure about what is acceptable and unacceptable behaviour, please refer to the IADT Dignity and Respect Policies and Procedures at iadt.ie. Bullying behaviour in an online context is covered by both the Learner Charter and the IADT Dignity and Respect Policies and Procedures.

Our Learner Charter, IADT Dignity and Respect Policies and Procedures, Disciplinary Procedures, and laws on defamation apply to online and offline communication. In this context online communication includes: email, VLEs (Virtual Learning Environments), instant messaging, chat rooms, and electronic noticeboards as well as all social media networks.

Recourse to the Office of the Ombudsman + Office of the Ombudsman for Children

If you are unhappy with the response to a complaint/ appeal then you can make a complaint to the Office of the Ombudsman. The Ombudsman is fair, independent, and free to use.

The best way to contact the Ombudsman is by clicking on the 'Make A Complaint' link at ombudsman.ie or below:

Contact Details

A Office of the Ombudsman
6 Earlsfort Terrace, Dublin 2 D02 W773

T 01 639 5600

W ombudsman.ie

If you are under 18, you will need to contact the Ombudsman for Children's Office. By law the Ombudsman for Children can investigate complaints about any of our administrative actions or procedures as well as delays or inaction in dealings with us. The Ombudsman for Children provides an impartial, independent and free complaints handling service.

Contact Details

A Ombudsman for Children's Office
52–56 Great Strand St, Dublin 1

T 1800 20 20 40 (freephone)

E ococomplaint@oco.ie

W oco.ie

Useful Information

In Print + Online

A wide range of information and policies underpin our Learner Charter. These are reviewed and updated periodically in consultation with staff and students. These policies are summarised in the Student Handbook, which you will receive at the start of your programme. Refer to these policies as appropriate. All policies and procedures are available at iadt.ie.

In Person

There are many skilled professionals to support you during your studies here. Full details are in your Student Handbook or on iadt.ie.

Get to know us! Useful contacts at IADT	
Access Office	access@iadt.ie
Careers Centre	dawn.oconnor@iadt.ie
Disability Office	disabilityservices@iadt.ie
Erasmus Office	erasmus@iadt.ie
International Office	international@iadt.ie
Information Point	info@iadt.ie
Student Learning Centre	learningdevelopment@iadt.ie
Library	infolib@iadt.ie
Office of Academic + Student Affairs	registration@iadt.ie
Student Health Centre	studenthealth@iadt.ie
Student Counselling Service	studentcounselling@iadt.ie
Students' Union	president@iadtsu.com

create

You +

Institute of
Art, Design +
Technology
Dún Laoghaire

iadt.ie