



This booklet was compiled by the Cork University Business School (CUBS). Please note that the UCC 'Calendar', 'Book of Modules' and 'Marks and Standards' are the official sources for all rules, regulations and assessment relating to programmes. Some of the information, practices and structures outlined in this handbook may be subject to change. This handbook is not intended as a substitute for these, or other original documents, which take precedence in all cases. University rules regarding behaviour and disciplinary procedures can be found at the heading Policies and Procedures at the following web address www.ucc.ie/en/current/policies/

The College of Business and Law is comprised of the Cork University Business School and the School of Law. Professor Ursula Kilkelly is the Head of College.



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DEAN OF SCHOOL WELCOME

Thank you for showing your interest in the undergraduate programmes of Cork University Business School (CUBS). CUBS is the new Business School of University College Cork and builds on over 100 years of business education here at UCC – we are one of the two largest university business schools in Ireland. Our goal is to give you a very challenging but supportive experience. At CUBS you will find that we offer a range of undergraduate degree programmes that are tailored to meet your plans and ambitions.

We strongly believe that we owe it to our students to challenge you so that we can help you to achieve your full potential and help to start you on a very successful career in the global business economy. Our programmes are very responsive to the needs of business both in Ireland and globally – we continually interact with businesses nationally and internationally to ensure that our courses are relevant. You will find that all of our programmes offer you a range of learning experiences through class work, individual assignments and group projects. We are unique in that all of our undergraduate students are offered the opportunity of a six month work placement in businesses internationally or alternatively to study in top ranked global business schools.

Ultimately, you will become one of our Alumni – Alumni who are known for their business readiness and very many of whom are in various senior positions across the spectrum of business.

We want you to remember your experiences with us as among the most satisfying, challenging and rewarding periods of your life in terms of learning, personal development and your intellectual growth. Our commitment to you is that we will make your time with us an enjoyable and stimulating journey in which you and we join on a shared journey of discovery, development and mutual support and respect.

We know that this is a very important decision for you and wish you every success on your academic journey with us.

Professor Thia Hennessy,
Dean, Cork University Business School



INTRODUCTION

This Staff-Student Handbook was compiled by the Cork University Business School at University College Cork. Its purpose is to provide students and staff with a summary of information sources and procedures. It is also a guide to policies and best practices. This booklet goes through many aspects of life at University from support services for students, to discipline within the University, as well as module information and exam regulations. **Text in *italics* refers mainly to staff responsibilities but students should also read and be aware of this information.**

It is important that students and staff alike familiarise themselves with the University's website (**www.ucc.ie**) as this will play a vital role in the provision of information. Important publications available online include the Calendar, Book of Modules etc. as outlined in the table below.

It is important that students and staff alike familiarise themselves with the UCC website (www.ucc.ie) and the CUBS website (www.cubsucc.com) as these will play a vital role in the provision of information. Important publications available online include the [Calendar](#), Book of Modules etc. as outlined in the table below.

Publication	Information Description
About CUBS	Learn more about Cork University Business School at UCC including its history, structure and leadership
Academic Calendar	Detailed outlines of programme requirements for all programmes with separate sections for undergraduate and postgraduate degrees
Book of Modules	Contains information on modularisation along with descriptions for all modules listed in the University Academic Calendar.
Campus Information	Links to UCC maps, food services, accommodation, building information etc
Careers Services	UCC Career Services offer helpful information on work placement Information, internships, interview skills, CV preparation and finding a job.
Contact CUBS	For contact information for CUBS including school office, departments or to submit an online query
Department information	Information on the Departments in CUBS including contact details
Exams	Details for students on exam regulations and procedures, timetables, marking, results and other exam useful links
Faculty Directory	Contact and biographical information for individual staff members of CUBS
International Students hub	Central location for international students to find out about prior to arriving, living and studying in Ireland.
IT services for staff	Portal to online IT services for staff including email, ESS, Agresso, Blackboard, room bookings and other online applications
IT services for students	Portal to IT services for students including email, Blackboard, Student admin and more
Marks and Standards	Information on University regulations for Modules and Programmes
News and Events	Keep up to date with all the CUBS news and events
Orientation for New Staff	An introduction to the University, its structures, procedures and community.
Programmes	Details of current undergraduate, postgraduate and doctoral programmes on offer with CUBS. Includes detailed course descriptions, contact information, fees and requirements
Resources for Staff	Central location for links to services for staff including academic, IT systems, CUBS media, HR, training and development etc.
Resources for Students	Links to webpages for student resources for current studies; student wellbeing and student life. Includes links to information such accommodation, careers, counselling, disability support services, sports and recreation, student health and much more
Student academic information	Links to information on registration, classes, timetables, student policies, scholarships and conferrings
Student information	Landing page for student information including IT services, studies, campus, activities, student union, student media and FAQs
Student wellbeing	Links to information on available health services, advice on money matters, academic support or queries about student living.
Studying Abroad	Details on opportunities for both staff and students of UCC to study abroad via the ERASMUS programme

TOP STUDENT TIPS:

- As students you should view studying at university as a full time job – **it is!**

- **Attend your lectures.** The University has the right to refuse admittance to exams if your attendance at lectures has not been satisfactory.

- **Keep up to date with your workload.** Failure to submit assignments on time may result in penalties and loss of marks towards your end of year results.

- Appropriate referencing and presentation of your assignments is extremely important.

- Make sure that you are aware of **plagiarism** issues

- It is vital that throughout the duration of your programme you **maintain contact with the Departments** responsible for each of the subjects you study. They can provide you with any answers to subject specific queries you may have, as well as keeping you up to date on aspects of your course e.g. modules, assignments, submission dates, etc.

- **Check your University email account on a regular basis.** Should the university need to contact you **this is the only email address they will use.**

- **It is important that you are aware of the facilities that are available on the University website.** There are many services that are available online e.g. library facilities, registration facilities and Blackboard.

- **Try to balance the study/social aspects to University where possible.** There are some fantastic clubs, societies and sports available within the University.

- **UCC is a multi-cultural campus.** The benefits of cultural diversity will enhance your global perspective during your time at university.

- **Don't be afraid to ask questions if you need to!**

- If you are absent for more than 3 consecutive days you are required to provide a **medical certificate** to the Exams and Records Office.

- **Be aware** of the student services available to you including: **Student Health Service, Student Counselling Service, Disability Support Service, Careers Service, Computer Centre and Peer Assisted Student Support.**

IMPORTANT INFORMATION

Term Dates	
Teaching Semester One	Monday 10th September - Friday 29th November 2019
Study/Review Week	Monday 2nd December - Friday 6th December 2019
Christmas Exams	Monday 9th December - Friday 20th December 2019
Christmas Recess	Monday 23rd December - Sunday 12th January 2020
Teaching Semester Two	Monday 13th January - Friday 3rd April 2020
Easter Recess	Monday 6th April - Friday 17th April 2020
Study/Review Week	Monday 20th April - Friday 24th April 2020
Exam Dates	Saturday 25th April - Friday 8th May 2020
Autumn repeat dates for 2017	Friday 31st July - Friday 14th August 2020

UCC Student E-mail Address

As a registered UCC student you will be given a personal UCC student e-mail address e.g. studentnumber@umail.ucc.ie. This e-mail address is your unique address for University contact purposes. **It is the only e-mail address we will use to communicate with you.** It is important that you check your UCC student e-mail account regularly as often urgent information, relevant to your course (for example, lecture changes or cancellations) may be sent to it at short notice. It is not the sole means of communication used by the University - announcements may also be sent by text to your mobile or made at the start of class or posted on departmental notice boards. It is recommended that you check all of these information sources regularly.

Canvas

Lecturers within the various departments of the Cork University Business School have placed course materials on UCC's [Canvas](#). To access the information on Blackboard you must have your Student ID number and PIN number (both of these numbers are issued to you at Registration). Some of the course material may require a password which will be issued to you by the Lecturer on that particular module.

Open Computer Access

There are a number of Open Access Computer Labs which students are permitted to use subject to Building Opening Hours. Please click on the following link for details on [setting up your student IT account](#). The locations of the open access labs can be found in the ["Open Times and Locations"](#) section.

Wi-Fi Access

To connect your lap-top, smartphone or tablet to the student [Wi-Fi service](#).

CORK UNIVERSITY BUSINESS SCHOOL UNDERGRADUATE DEGREE PROGRAMMES

As a student of the Cork University Business School you will come into contact with and share lectures with students taking other degree programmes. Mostly these students will be from undergraduate degree programmes offered by the Business School but there will also be students from other Schools at some lectures.

The degree programmes offered by the Business School are listed below. You should familiarise yourself with the [format of your programme](#).

- **BA Economics (Transformation Learning)**
- **BComm International with French, German, Italian, Hispanic Studies, Irish, Chinese Studies**
- **BSc (Accounting)**
- **BComm**
- **BSc (Business Information Systems)**
- **BSc (Finance)**
- **BSc (Food Marketing & Entrepreneurship) – jointly offered with School of Food and Nutritional Sciences**
- **BSc (International Development) – jointly offered with School of Food and Nutritional Sciences**

All CUBS undergraduate degree programmes are taught by module (subject area). Each module has a value of 5, 10 or (sometimes) 15 credits. One year of a degree programme consists of modules to a total value of 60 credits. Core modules in each year must be taken. However, sometimes there is a choice of which modules you can take. These module choices are called Elective Modules.

In-depth information on individual course modules is contained in the [Book of Modules](#). Please note that the Book of Modules is driven by the Subject Area and Subject Code and not by degree programme. To search, using the drop down options, you must know the subject area and subject code you are looking for, as outlined in the [Academic Calendar](#). For example - Accounting (subject area) and ACXXXX (subject code) – [Introduction to Accounting - AC1100](#) is the subject/module code.



2. SCHOOL PRACTICE RELATING TO ACADEMIC COURSES

2.1 CALENDAR AND MODULE INFORMATION

The Academic Calendar provides essential information on aspects of your chosen degree programme. The [Business School Academic Calendar](#) can be viewed on UCC website. Additionally the [Book of Modules](#) contains the important subject information. Some modules are compulsory whereas elective modules are those you can choose. Choice of module can be very important as it can determine your course of study and perhaps career path, so it is vital that you make yourself aware of the options available to you.

Normal practice in the Business School is that at the beginning of each academic year the lecturer responsible will supply students with the following specific information about each module in a Course Outline. (This practice applies whether the module commences in Semester 1 or 2.)

This outline will include:

- An overview to show its scope and structure, including a summary or outline of the module content
- A statement of module aims
- A timetable
- Details of module requirements and pre-requisites
- Required and recommended textbooks, other reading materials and alternative readings
- The number, nature and timing of assessments, together with the weighting of the individual components in the final mark

*Lecturing staff should ensure that their module outline and the module description in the **Book of Modules** is consistent. Modifications that occur as courses develop from year to year should also be notified to the Business School in good time by departments.*

Module Timetable

Lecturing staff should notify students, the relevant Business School department and Room Bookings of any changes to the official timetable for any programme published by the relevant Business School department. Any possible future changes to these arrangements should be made clear to students at the earliest opportunity.



Module Examinations

The term “examination” refers to all elements of assessment of student work that will contribute to the final mark (continuous assessment, project work, work experience, end of year exams etc). Module examination practices can vary, depending on the module. The module outline should include information about the nature of the examination involved.

Consulting [past examination papers](#) is a good way to study, but you should always consult with lecturers on comparability. Aspects of modules such as content, or means of assessment can change over time.

1.1 TIMETABLE

You will be provided with a copy of your official timetable at your first year Orientation Day. After that, you must access it from the [online timetable](#). **PLEASE NOTE!** Occasionally, in the first few weeks of each semester, timetables and lecture locations can change so you are advised to **check the above website regularly for any changes**.

How to access your timetable:

- Go to the [timetable pages](#) on the UCC website
- Select the current academic year
- On the first page, from the ‘Programme Timetable’ option select your programme and year (e.g. BComm1), these are listed alphabetically and by year.
- Select the day or teaching period you wish to search. Note - *Teaching Period 1 runs from Week 5-16 (from 9th September on). Teaching Period 2 runs from Week 23-34 (from 13th January on).*
- **Tutorials are NOT normally listed on the Timetable.** Students should check with Course Lecturers and Departments for tutorial details once term begins. Timetables can be difficult to read initially however with a little bit of practise it gets easier.
- The lecture hours are listed across the top of the table and the days down the left hand column.
- Three pieces of information are given within individual lecture slots – the Subject Code e.g. AC1100, the Venue Code e.g. C-LL-2 (Boole Lecture Theatre 2) and the weeks in which the lectures run e.g. WKS 5-16, 20-31.
- To identify the location of the lecture or tutorial, refer to the [building codes](#) section on the website

There can be issues with simultaneous course requirements of different Departments e.g. student timetable conflicts, difficulties with work schedules, excessive combined workload etc. Should this happen – you need to raise the issue as soon as possible so that action can be taken. There are agreed procedures for resolving these difficulties which place the responsibility upon the Departments rather than on you, the student. If the problem cannot be resolved quickly in this way, the matter may be referred to the appropriate Programme Director/Coordinator.

Departments should not reschedule classes on the timetable at times that conflict with students’ other subject(s). (The timetable site is also useful to check room availability, capacity and facilities)

My Timetable

Students can create your own personalised academic timetable by using the 'MyTimeTable' web application. This is available via the [UCC website](#). When you have received the details of your academic timetable from your department, you can create your own personalised timetable on [MyTimeTable](#) for the full academic year. Once set up, your personalised timetable will display details for the current week by default. If there are any last minute changes to your scheduled timetable – e.g. change of location, cancellation, change of time – you will receive an email notification of this to your Umail inbox.

[MyTimeTable](#) timetables will always display the most up to date timetable information as per departmental scheduling requirements. Your timetable on [MyTimeTable](#) will also be automatically updated with any new information. Setup details for your personalised timetable on [MyTimeTable](#) are located here:.

To access [MyTimeTable](#), log into [MyTimeTable](#) using your Student IT account credentials.

1.2 LECTURES

The duration of lectures is 50 minutes. UCC is a large campus and mobility can be an issue, therefore the starting and ending times of lectures are extremely important. Lectures begin at 5 minutes past the hour and end at 5 minutes to the hour to allow students (and lecturers alike) to make the journey across campus where necessary. Many lecturers allow a few minutes at the end of a lecture for students to ask questions. This time should be within the normal lecture time, rather than additional to it.

Every student registered for a diploma or degree **is expected to attend all** lectures, tutorials, laboratory classes etc. In the case of absence through illness, a student must, if possible, give notice of each absence in writing to the Lecturer concerned and/or Head of Department responsible. **Students must give notice along with a medical certificate, where possible, following more than four days absence for medical reasons to the [Student Records and Examinations Office](#) (1st Floor, West Wing, Main Quadrangle).**

Lecture room equipment

Lecturers should request equipment (projectors etc.) from the General Services Office (ext. 2265) before each course commences. Equipment normally available in each room is detailed at on the [UCC website](#). Other matters which may arise about the conditions and facilities of the lecturing areas should also be referred to the [General Services Office](#).



1.3 BUSINESS SCHOOL POLICY ON TUTORIALS

Tutorials are an important part of any programme. Tutorials provide a smaller, classroom-like setting for you to increase your knowledge and/or put into practice theories and skills you have learned in lectures.

Tutorial practices differ significantly between Departments. Because they are so flexible, tutorials can be used to achieve a number of different goals.

The policy is designed to achieve two main goals:

- to clarify tutorial practices for new staff
- to make Departmental tutorial practices clear to students

Where a module includes tutorials the lecturer should supply the following information to students at the start of the module.

The aims of the tutorial programme

The information given to students should include a statement of the purpose of the tutorial programme and its place in the academic programme. Students should know the:

- preparation required
- participation expected
- assessment, if any
- penalties for non-attendance

Timetable organisation of tutorials

A student should not be placed in a tutorial group that clashes with other required modules. Students should not be required to miss lectures in order to attend tutorials. Any clash should be resolved by rescheduling the tutorial or transferring the student to another tutorial group.

Tutors

The name of the tutor should be given to students, together with information on how he/she may be contacted. This information should be posted on a departmental notice board and/or on Blackboard if it is being used for a particular module.

Submitted work

The following information should be given to students by the module lecturer:

- *submission dates for any tutorial assignments*
- *submission arrangements should be clearly stated*
- *the expected length of any written work should be indicated*
- *the grading or marking system should be explained (A=?, B=? etc.,)*
- *the policy regarding late submission. This should state the penalties for lateness and the circumstances under which submission deadlines will be extended. Whether the work will be returned to the student should be in line with the statement in the Book of Modules.*



Student workloads

These need to be consistent with the module outline. Where tutorials are optional, providing additional supports for particular categories of student and thereby having no module value, the information should be made explicit to students.

The following information should be given to each tutor by the Department:

Student information

All the information supplied to students about their tutorial programme, including the information outlined in section 1.3 above, should be given in writing to each tutor.

Tutor workloads

The duties given to tutors may vary from subject to subject. In each Department it should be specified which of the following activities are required of each tutor, and the number of hours that should be allocated to:

- *tutorials*
- *marking and assessment*
- *out-of-class consultation with students, particularly in providing feedback on submitted work*
- *attendance at lectures related to the tutorials*
- *record keeping and other administrative duties*

Staff support and training

Part-time tutorial staff should have a member of the full time academic staff who will provide support in their tutorial work and to whom they may refer problems that arise. Each Department should provide some form of appropriate training for their tutors either within the Department or by availing of other resources within the College. The training should include principles and practice of assessment.

Tutorial size

The value of group work like tutorials lies in the small numbers present. Appropriate group sizes vary according to the nature and aims of the group. While the recommendation of a maximum group size cannot be made at the school level, Departments should identify maximum limits.

1.4 TRANSFERRING BETWEEN PROGRAMMES OF THE BUSINESS SCHOOL

It sometimes can be the case that students wish to transfer between programmes. This may be for several reasons – perceptions can change after a certain length of time in the course, personal circumstances can change, perhaps you made an error in judgment, etc.

Students wishing to change course must first satisfy the entry criteria, have achieved the points and there must be a place available on the course they wish to join.

Application to change course must be made to Noirin Deady (n.deady@ucc.ie) the First Year Experience Co-ordinator before Friday 27th September 2019. Further information on this policy can be found [here](#). On completion of first year and as a UCC registered student, it is permitted to make a late application to CAO (closing date 22nd July) to begin an alternative First Year programme in UCC. Late application forms are available from the [CAO](#) and must be stamped [Admissions Office](#) (located in the West Wing).

There is a [further scheme](#) to allow students transfer from one degree to the second year of another within the Business School only if the student has successfully completed first year examinations.

Students should apply for transfers using the Student Application form available from the [Business School Office](#).

The following are [general guidelines](#) for permitted transfer:

- Should the demand for places exceed the number of places available, students will be ranked in order of results;
- The ranking criteria is based on first year overall mark (being assessed on the 'best' 50 credits). **Students must pass first year before transferring.**
- The application deadline is 30th June of each year and students should inform the Business School of their acceptance before September 1st (except in the case of Mitigation candidates). Information on Mitigation and what is involved in this process is available on the [UCC website](#).
- Students are not assessed on CAO points for this transfer scheme and only on their 1st year University Examination results.
- A student may be permitted to register as a non-degree student in order to meet transfer criteria, as determined by the relevant heads of Discipline/programme (for example to take modules that may be prerequisites for BComm III and IV modules or the new language in the case of a BComm International transfer). Students are allowed to take a maximum of 30 credits when registered as a non-degree student. These credits are taken in advance of the student transferring into year II. As per University policy, students will have to pay for all modules taken as a non-degree student. These are normally charged on a pro-rata basis of the full time EU fees;
- Lists of exemptions and pre-requisites will be dealt with on a case by case basis at the time of application.
- Quotas from BComm (International) and other business degrees to the BComm are set at 10 students.
- Quotas from BSc Finance to BSc Accounting are set at 5 students.
- Quotas from BComm (International) to another BComm (International) are set at 3. It is important to note that

- i) While taking the first year language module(s) as a non-degree student, a student may also choose to study other modules up to a total value of 30 credits including the language module(s). The other subjects may be ones which are of interest to the student, or modules drawn from the second year programme that they intend to join. These credits are taken in advance of the student transferring into year II. Students may apply for exemptions in relevant modules on re-joining the full time second year programme.
- ii) Students will have to pay for all modules taken as a non-degree student. These are normally charged on a pro-rata basis of the full time EU fees. Contact the Fees Office for more information.

Students may apply for other transfers which will be considered on an individual basis but within the general consideration outlined above.

In line with current admissions policy, students may also apply for an alternative programme through the CAO: If the student is offered a first year place and accepts it they may apply to the Business School for a transfer to the second year of their chosen programme subject to having successfully completed their first year on the original programme.





2. THE ACADEMIC LEARNING ENVIRONMENT

2.1 Student Workloads

Students should look on university as a full time job – it is! Course requirements consist of more than what is laid out in the published timetable and this must be allowed for. Students need to balance their workloads as much as possible and one of the best ways to do this is to have a structured day – the same as one would in the work place. The Book of Modules can be very useful when planning your study, as all student assessment requirements are specified in detail at the beginning of each academic year.

2.2 Submission and Return of Work

Submission and return of outlined work/assignments is a central part of any programme. No matter what percentage of your final mark, or even if it is not going towards a final mark, it is vital that the work be **prepared, presented and referenced properly**. Referencing is crucial when it comes to submitting work as inadequate referencing may lead to confusion, or worse - it may lead to questions of plagiarism. **(For further information on plagiarism).**

Submission dates

*Students should plan the preparation of assignments in advance in order to **gain access to library materials etc** which may be in heavy demand immediately prior to submission dates.*

Submission dates should be made explicit at the beginning of the academic year. Departments vary with regard to penalties applied for late submission, but it is important that these are made clear to students and consistently applied. The final deadline for written work (essays, projects and reports, seminar papers etc.) should normally not be later than the last day of the second teaching period.

In setting submission dates, it is normal to consider the size of classes and the available materials necessary to complete the work. In particular, the consequences of the peak demand placed on a limited number of literature sources should be considered. Some module coordinators have responded to this by offering alternative essay titles or by suggesting a wide range of alternative readings/sources. In most cases, one or other of these strategies will be necessary to accommodate current class sizes. Deadlines for assignment submission within a Department should be synchronised to avoid clashes.

Late submission

Students can find details of any penalties for late submission in the relevant module description in the book of module. One of the following late submission rules must be applied by the Department for each module:

Penalties for late submission:

- *Work which is submitted late shall be assigned a mark of zero (or a Fail Judgment in the case of Pass/Fail modules).*
- *Where work is submitted up to and including 7 days late, 5% of the total marks available shall be deducted from the mark achieved. Where work is submitted up to and including 14 days late, 10% of the total marks available shall be deducted from the mark achieved. Work submitted 15 days late or more shall be assigned a mark of zero.*
- *Where work is submitted up to and including 7 days late, 10% of the total marks available shall be deducted from the mark achieved. Where work is submitted up to and including 14 days late, 20% of the total marks available shall be deducted from the mark achieved. Work submitted 15 days late or more shall be assigned a mark of zero.*
- *No penalties for late submission.*

Each department should, where appropriate, have an agreed approach to late submission of continuous assessment work. Lecturers should be particularly aware that students may perceive as unfair widely varying penalties for the late submission of assignment work. The policy applying should be made explicit on each module outline and on each assignment. While marks cannot be given for work not completed, it is normal practice to arrange an extension of submission dates, or otherwise make alternative arrangements for equivalent work to be carried out, where exceptional circumstances have prevented timely submission by the student.

Submission procedures

Students submit a range of work for assessment. The following practices have been found to help reduce the likelihood or effect of submissions being lost or mislaid:

- *common submission practices to the entire Department*
- *making explicit in assignments where the work should be submitted*
- *use of secure and labeled collection boxes*
- *students keeping a copy of the submitted work*
- *issue of dated receipts to students for work submitted*
- *requiring students to submit two copies of assignments under continuous assessment, one of which is returned to them with feedback from the lecturer(s) while the second clean copy is kept for the Extern Examiner*

Very late submission should result in a maximum mark available of pass.

Return of work

It is important that students get their work back within a reasonable period from the submission date and while they still remember doing it. The feedback provided by the marker is an important part of the learning experience; without it many of the benefits of doing the assignment are lost. It is suggested that work be normally returned not later than two weeks after submission. In the case of large class sizes this may need to be extended particularly if the work is submitted during term time.

[Work should not normally be returned later than 2 weeks before start of exams.]



2.3 STUDENT ACCESS TO ACADEMIC STAFF

The practice of the Business School is as follows:

- A. **During term time**, all academic staff should have:
 - a minimum of 3 hours per week when they are available for student consultation, **or**
 - an open door policy.

This information should be given to students in the following ways:

 - on the office door of the member of staff;
 - on the module outline;
 - collectively on a departmental notice located within the Department.
- B. **Pre-Examinations**
 - At the end of the second teaching period, lecturing staff will be available to students at specified times. These time-slots will be posted on the office door of the individual staff member.
- C. **Post-Examinations**
 - A two-day consultation period will be available for students who intend to re-sit their examinations in the autumn. This is normally scheduled for late June/first week in July.

2.4 EVENING AND PART-TIME STUDENTS

Academic staff must give due consideration to the different study environment within which non-traditional/ part-time students operate. Specific aspects of this environment include:

- *Employment and family responsibilities. In light of these commitments, more than any other student group, this group needs to know all their time and work commitments at the commencement of the academic year.*
- *Time for private study. Full-time employment (and in many cases family commitments), significantly reduces available study time to these students. Well-structured courses will take account of this in the allocated workloads and schedules.*

- *Access to the Library. Limited access (mainly evenings and weekends) to library resources and staff for these students places an additional onus on academic staff to ensure adequate and timely availability of recommended materials.*
- *Fewer Support Services. Non-traditional students have limited access to administrative and departmental offices. Inevitably, they expect a greater support role from academic staff.*

2.5 STAFF STUDENT FEEDBACK

Feedback about teaching or courses

Communication from students to staff is vital in order to ensure that staff are made aware of your opinions/issues/ideas. There are a number of communication methods to voice concerns/opinions:

- Staff should ask that you let them know immediately if problems arise relating to lecturing – especially if it relates to inaudibility, inability to understand, speed of delivery, or ineffective visual effects. Remember, if you feel uncomfortable to raise this in a lecture/class environment, your lecturer is contactable on a one-to-one basis.
- Student opinion questionnaires are an effective way for you to give your opinion on course content and teaching. Lecturers always welcome any feedback.
- It is always recommended for you to elect a Class Representative who will bring problems to the attention of staff on behalf of other students in the class. Staff should establish the identity of the Class Representative from the outset and seek regular feedback from him/her.
- On-going problems can be raised by the Class Representative at the appropriate Staff-Student forums where feedback on matters of mutual concern can be raised by staff and students alike.
- Where the above fail or perhaps you feel the issue is one of particular sensitivity, you may approach the Head of Department. However, it should be noted that this should only be done if you feel that the matter is of sufficient urgency to justify this.
- The easiest way to access information about programmes is [online](#) but information can also be freely obtained from the Programme Director/Coordinator.
- Enquiries about rules and regulations relating to courses are matters which lecturers, or Programme Directors/Coordinators, should be able to deal with although in certain circumstances students may be directed to the Registrar's office.





2.6 READING LISTS AND LIBRARY USE

The [Boole Library](#) is a vital resource for both students and staff. The library can be a very daunting place for those who are new to it, and to counter any apprehension the staff run orientation sessions to help new students familiarise themselves. **It is highly advisable for all new students to attend a library tour and to become aware of where their programme material is located.** An early understanding of the library procedures and facilities will greatly assist all research and learning. Find all the library essentials [here](#).

[Virginia Conrick](#) is the Business and Law Liaison Librarian. The Library databases relevant to Business students are [accessible online](#) and can be accessed via a [subject search](#).

Here are some key things to remember about the library:

- Always plan research well in advance – the Library gets very busy when assignment submission dates are due and at exam time and the material for your research may not be available.
- Books which are essential course reading are located at the Open Reserve area on Q floor. You may choose your book and issue it to yourself at the Open Reserve self-issue machine. It is available for consultation within the Library and may be borrowed for a period of 4 hours. External Readers may not borrow Open Reserve material.
- Alternatively, some books may be available on a short loan basis for a maximum duration of 5 days. It may be the case that you need to organise an interlibrary loan, which can take a number of days/weeks to arrive at UCC.
- Around exam time, it is best to arrive at the library early in the day. That way, you have a choice of available seating (remember, some areas can be noisier than others e.g. close to doors/walkways), and you have better access to resources like computers, as well as books etc.
- **Bear in mind that library space is limited. If you vacate your seat for longer than a half an hour your study materials will be removed.**



3. COMMUNICATION WITH STUDENTS

E-mail

Students will be allocated a UCC e-mail address for communication. This is the only email address the university will use to communicate with you and should therefore be checked very regularly.

Post

Each student registers their term address with Student Records at the beginning of each academic year and they are required to keep this updated as any written communication from the University will be sent to the most recent address you have provided.

Class Announcements

Announcements made during lectures must not interfere with the five minute allowance at the beginning and end of lectures.

Canvas

Some departments/lecturers use Blackboard as a means of ongoing communication with students for their modules. You will need your Student ID Number and the PIN issued to you at Registration to [access Canvas](#).

Notice Boards

All students are personally responsible for getting to know the University regulations and all official notices. Inevitably much detail is lost in the volume of the information that this contains and it may be advisable for Departments to repeat much of the information as it affects them on their Departmental notice boards during the first week of term.

Staff may also use notice boards to communicate project results, change of schedules, examination paper structures and other such details. Staff members are advised to sign and date any notice they personally display.

Text Messaging

The Business School provides a text messaging service with urgent information, for students e.g. short notice cancellation of a lecture due to lecturer illness. **Please ensure that the Student Records and Examinations Office have noted your current mobile phone number.**

Social Media

The use of Social Media as a communications tool by both students and University Departments has increased sharply in recent times, which is broadly welcomed. However, it is not intended as a substitute for the formal channels mentioned above but merely as a complement to them. [For information on social media protocols please follow this link.](#)

Cork University Business School – Social Media links

- [CUBS Twitter](#)
- [CUBS Facebook](#)
- [CUBS LinkedIn](#)
- [CUBS Instagram](#)





4. GUIDELINES ON PRESENTATION AND REFERENCING OF STUDENT ASSIGNMENTS

4.1 Introduction

These guidelines should be followed for the presentation of assignments on all full and part-time courses. These guidelines are designed to reinforce the logical structure of your work.

4.2 Presentation

- All essays and assignments must be typed using Times New Roman font size 12 with line-spacing of 1.5. For more information regarding formatting. Why not book an appointment with the [Skills Centre](#).
- All assignments must have the student's name, tutor's name, course title, assignment title, word count and date submitted marked on the cover page.
- Use A4 white paper on one side only.
- Provide, as an appendix, a bibliography listing the works consulted, in single SPACING. For more on the bibliography, see below.

4.3 Referencing your work

- **Give credit where it is due**
All the sources upon which you have drawn in writing an assignment (or any essay, project, thesis or dissertation) must be both identifiable and fully credited to the original authors. Your reader must be able to trace the precise location of any quotations that you have used and the source of any facts, ideas, opinions

and arguments that you have deployed, relied upon, criticised or simply reported. Further information on [referencing is available on the website](#).

- **Keeping Track**

It is essential, therefore, that you have somewhere to jot down information like this, as and when you come across it. You might carry a pocket-sized notebook with you, or even some small index cards. Whichever method you use, you will want to record information of the following kinds:

- **Facts, ideas and opinions:** Books, articles and other publications will contain important and /or interesting facts, ideas and opinions which you will need.
- **Arguments:** In this case you will want to record: what the writer means; what s/he thinks about the topic which is the subject of the argument; and – above all – what her/ his reasons are.
- **Quotations:** Sometimes – though don't overdo this – you will want to report the actual words of the writer, especially when they are so crucial, so potent or so elegant that it would be foolish to use your own words.

One major reason for keeping this information is so that you can give proper and full credit in your bibliography to the person/s and/ or organisations who were originally responsible for it. Don't ever use another writer's words, or ideas without acknowledgement; this is deceitful as well as misleading for your reader, and is called 'plagiarism' – a most serious academic offence (see page 27). Therefore, always record your sources. In the case of a book, article, magazine, press release, government paper, internet site etc. write down the name of the author, the date and title, together with the page number/s, publisher and place of publication – as appropriate. In the case of something you have heard or been told, record the name of the speaker, the time and the place. There are several ways of crediting (or referencing) specific quotations, ideas and information to their authors. Examples of the ways we suggest you do this are as follows:

4.4 Long Quotations

In an effort to deal with this criticism, some writers have drawn our attention to the need to understand the values and beliefs of more than just the 'traditional' working class:

However problematical the radicalisation of the working class, that of the middle classes is still more so...The stability of democratic politics has been underwritten emergence of certain occupational strata on which conservative and liberal parties [in the West] have been able to rely. (Benson 1978:97)

The 'reference' above is, of course, (Benson 1978:97). This indicates that the quotation is drawn from a work written by someone called Benson, published in 1978, and appears on page 97 of the publication in question. The reader will then be able to discover the full details by looking up 'Benson' in the Bibliography (about which, see more later); s/he will discover that it is from a book called *Proletarians and Parties*, published by Tavistock.

Incidentally, the three full stops (after "more so") indicate that a part of the quotation has been left out – perhaps because it was not relevant; by contrast, insertions in square brackets (such as "[in the West]") do not appear in the original, but are added to ensure a full understanding of the quotation.

4.5 Short Quotations

These usually consist of no more than a line or so and will, more often than not, be inserted in a sentence of your own:

The aim of the government's review was to discover how "its approach to discrimination in Northern Ireland could be made more comprehensive, consistent and effective" (DED 1986:5-6). As a result the secretary of State decided to.....(etc)

In this case, the quotation is marked by inverted commas – something not necessary for an indented quote. The reference is to a work by DED, published in 1986: the quote comes from pages 5 and 6. Looking up DED in the Bibliography will show that the 'author' is the Department of Economic Development, and that the work is a Government Consultative Paper on Equal Opportunity.

4.6 Information and Ideas

In this case you will not be quoting words directly from an author but will want to acknowledge her/him as the source of some information or ideas which you are deploying in your essay.

According to Black (1986), trade union membership in Northern Ireland grew more rapidly in the 1980s. But the recent decline in union density in Britain has, nevertheless, been reflected here (Tipping 1991; Black 1992; ICTU 1996). This has attracted much academic attention (see Disney 1990).

This time no page numbers are given, mainly because the references are 'general' ones. If, on the other hand, you are noting very specific ideas or information it is advisable to give the appropriate page number/s, so your reader can get to the source as easily as possible – if, for example, s/he wants to discover more about what the quoted author has said, or the context in which it was said.

If your information or quotation is drawn from a source other than the original one, do not quote the original unless you have actually looked it up. Instead you should put down something like (Marx, quoted in Benson 1978:104) or (cited in Disney 1990:47).

4.7 Footnotes/Endnotes

If you have supporting information to give, or have something to say which qualifies, or is at a slight tangent to the point you are making, you can sometimes simply put this in brackets (or 'parenthesis', like this). But if what you want to say is too long for this method it might merit a footnote, at the bottom of the page, instead:

Like Rolson (1980), Boyd (1984) is highly critical of the degree of 'incorporation' of the trade union movement in the state apparatus in Northern Ireland¹². This is a view which plainly is not shared by most senior figures in the union hierarchy, who feel that the movement has used the opportunities presented by the recognition of NIC-ICTU to good effect over the years¹³. They argue that without recognition, and the access to Ministers at Stormont which this provided, things would....(etc)

However, although it makes them less accessible to the reader, the more typical way of dealing with such slight digressions is to make them into endnotes – listed in numerical order at the end of the essay, before the bibliography, under the heading: Notes. The conventional wisdom, it should be said, is that notes should be kept to a minimum lest they become a distraction from your argument or, indeed, from the development of your theme.

¹² Though Boyd now takes the view that it was a mistake, he was once himself an admirer of the long displaced "happy marriage" of the trade unions and the Stormont Government (1972:109).

¹³ Interview with George Murphy, former District Secretary of the Amalgamated Society of Harbour Workers, 17th May 1992.



4.8 The Bibliography

If all the references in this document appeared in the same piece of work, the bibliography would look something like what is listed below. The note in parenthesis after each entry is not part of the entry, but has been inserted here simply to let you know the type of publication involved:

BIBLIOGRAPHY

Benson, L. (1978) *Proletarians and Parties*, London: Tavistock. [a book]

Black, B. (1986) 'Against the Trend: Trade Union Growth in Northern Ireland', *Industrial Relations Journal*, Vol.17, No.11. [a journal article]

_____. (1992) 'Trade Union Density in Northern Ireland', forthcoming in IBAR – *Irish Business and Administrative Research*, Vol. 17, No.13. [a journal article not yet published]

Boyd, A. (1972) *The Rise of the Irish Trade Unions 1929-1970*, Tralee: Anvil. [a book]

_____. (1984) *Have the Unions Failed the North?*, Cork: Mercier Press. [a book]

DED (1986) *Equality of Opportunity in Northern Ireland: A Consultative Paper*, Belfast: Department of Economic Development. [a government paper].

Disney, R. (1990) 'Explanations for the Decline in Trade Union Density in Britain: an Appraisal', *British Journal of Industrial Relations*, Vol.28, No.2. [a journal article]

ICTU. (1996) 'Trade Union Membership in Ireland: 1980 – 1995', Irish Congress of Trade Unions, [<http://www.ictu.co.ie/ni>] [an Internet site]

Tipping, B. (1991) 'Union Density and Collective Bargaining in Northern Ireland'. Paper given to the ICTU/TUC Collective Bargaining Seminar, Belfast, June. [an unpublished paper]

Rolston, B. (1980) 'The Limits of Trade Unionism' in O'Dowd, L., Rolston, B. and Tomlinson, M. *Northern Ireland: Between Civil Rights and Civil War*, London: CSE Books. [a chapter in a book].

Only the *titles* of books and the names of *journals, newspapers* or *magazines* are in *italics* (or they may be underlined instead), while the titles of articles and of book chapters are in single inverted commas. You will also notice that the convention has also been followed of replacing second (and subsequent) references attributable to the same author by single underlining about six spaces long.

One final point on sources: if appropriate, you should also note any people and/or organisations you have consulted about the subject of your essay. In the present case there might be a list of interviews undertaken, in which would be recorded the discussion with 'George Murphy', followed by the date.

4.9 Other Methods of Referencing

As a look at the range of books will confirm, there are other ways of dealing with references. For example, you could eliminate references from the text itself and substitute numbers, in the same series as your Footnotes or Endnotes. Your Notes heading would then become Notes and References, under which you might provide full rather than abbreviated titles of the works referred to – thus, in the case of a short piece of work like an essay, eliminating the need for a separate bibliography. However, there are some complex conventions attached to this method, and it would be much simpler to stick to the advice given above. There are also special ways of referencing legal cases.

4.10 Plagiarism

As already noted, when writing assignments you must not plagiarise. This is passing off someone else's work as your own, either by copying it, or by closely paraphrasing it without acknowledgement. It is traditionally awarded a zero mark.

4.11 Deadlines

Extensions beyond the notified deadlines for submission may be granted by the tutor on the basis of supporting evidence such as a note from a medical doctor or student counsellor. If you have any difficulties meeting the deadline for submission, please contact your tutor. Late assignments will not be accepted by any staff teaching the course unless an extension has been formally agreed.

4.12 Keep a copy of your assignment

Things sometimes get mislaid – we're all human! It is absolutely essential, therefore, that you keep a backup copy of your assignment – either on disc, USB key or in hard copy – so that if the original goes astray, we've got something on which to fall back.





5. EXAMINATIONS AND ASSESSMENTS

This section is based on the regulations in place as at Summer 2019. Regulations are likely to change from year to year.

5.1 MARKS AND STANDARDS

Each programme in the Business School has its own [Marks and Standards](#). The official description of the marks and standards for all courses is contained in a University publication – called [Marks & Standards](#) – this is also available in the Boole Library.

This document specifies:

- the time of examinations (usually Winter, Spring, Summer and Autumn Supplemental)
- the modules that constitute each examination
- the maximum number of marks possible per module and the maximum possible for the overall examination
- the 'pass and progression' rule for passing an examination and progressing to the next year in a course. Generally, the pass standard in each module is 40% and to pass and progress to the following year, a candidate must obtain an overall aggregate pass of 480/1200 (i.e. an average of 40%) across all modules, pass modules comprising at least 50 credits with not less than 30% in any module; In the case of certain business programmes a pass must be achieved in particular modules in order to progress to the following year. Please note that these standards may vary by degree and year
- details on exemptions
- conditions relating to repeating examinations in the Autumn
- conditions relating to eligibility for honours
- the honours standards that apply to the examination (usually 70% or above is First Class, 60% or above is Second Class Grade I, 50% or above is Second Class Grade II and 45% or above is Third class (where awarded). Please note that these standards may vary by degree and year
- other special conditions;

All undergraduate programmes of the Business School operate allocation of grades based on a “preponderance rule” whereby grades can be attained at 2% less than the overall minimum percentage mark per band **provided** that not less than half of the credits are achieved at the minimum percentage mark for the grade band.

For example, the BComm 1st Year Standard for 2nd Class Honours (Grade 1) states the following “Second Class, Grade I: an aggregate of at least 720/1200 marks (i.e. 60% and above but less than 70%) or an aggregate of at least 696 with at least half of the credits attained with marks of 60 or above”. Thus, a student may achieve a 2H1 by attaining 720 marks. However, a student who attains 696 marks but has also achieved a mark of 60% or above in 30 Credits of Modules will also attain a 2H1. Students who have attained 696 marks but have not achieved marks of 60% or above in 30 Credits of Modules will be awarded a 2H2.

Special requirements

A number of modules have special requirements. These normally relate to standards required for particular parts of the examination in order to pass the examination as a whole. For example, in certain business programmes a pass **must** be achieved in particular modules in order to progress to the following year where the rules on compensation do not apply. *The communication of these to students is especially important.*

Repeat examinations

This examination is a Supplemental Examination that students need to sit for those modules they have failed in the Winter, Spring or Summer Examination. Students must pass their repeat examinations if they are to proceed to the next year of their course in the following academic year. All modules taken at an Autumn Supplemental Examination carry a maximum mark of 40%, unless the Mitigation Committee (see below) waives this condition. Students are eligible for the award of honours on the aggregate mark for the year over the Spring or Summer and Autumn Supplemental Examinations.

If a student wishes to repeat the examination the following academic year he/she may substitute a failed subject for an alternative, provided all necessary requirements are met. But as long as a student carries an exemption forward from an earlier examination, he/she will not be eligible for the award of an honours grade.

Students may repeat the year taking the full 60 credits. In determining aggregation, progression, and the calculation of the award of honours, there is no restriction on the marks awarded for modules at the Summer Examination of the Repeat Year. Modules taken at the subsequent Supplemental Examination are capped at the pass mark. Subject to capacity, all students – whether they have failed or passed – are allowed to choose this option in an attempt to improve their grade.

Exemptions

There are a variety of circumstances under which students will be given exemptions from taking the normal full number of modules at an examination. The most frequent is when a module has been failed in the Summer Examination. In the subsequent Autumn Examination an exemption is given in the modules which were passed.

In a Repeat Year:

- (i) students wishing to relinquish their exemptions and repeat the year in full are eligible for the award of honours with no restrictions on the marks awarded for modules at the Summer Examination;
- (ii) students wishing to retain their exemptions may repeat failed modules (which carry a maximum mark of 40%) and will be eligible for the award of honours based on the aggregate of marks carried from the previous year and modules passed at the Summer or Autumn Supplemental Examination of the repeat year.

Mitigation Committee

In normal circumstances all modules taken at an Autumn Supplemental Examination carry a maximum mark of 40%. In quite exceptional circumstances this condition can be waived by a College Mitigation Committee. Full details about the Mitigation Committee are available on the [UCC website](#).

Time limit on exemptions

All passed modules carry an exemption. This exemption is limited to a period of five years from the date the student originally achieved the exemption.

Three-year rule

Generally, there is an overall limit of three years from the date of registration to pass first, second and subsequent years of an undergraduate degree course in the Cork University Business School.

Carrying forward continuous assessment marks.

Marks and Standards and the Book of Modules set out the specific regulations regarding the carrying forward of continuous assessment from Winter/Summer to Autumn Supplemental Examinations.



5.2 EXAMINATIONS

The Student Records and Examinations Office, located in the West Wing, will provide you with any information about examinations or registration e.g. exam dates, exam result dates, exam repeat dates, registration dates etc. The Student Records and [Examinations Office](#) also provides information online – everything from exam timetables to registration information to the submission of theses is available [on the website](#).

Registration

NB: Students must ensure that they are registered for the correct modules. Registration is carried out at the beginning of each semester and also constitutes examination entry. Further information can be [found online](#).

The examination

For any one module, this consists of all the elements covered in the module description in the [Book of Modules](#). Thus, the written examination papers are but one of these. All other continuously assessed work that receives grades, which then enter into the final result, are part of the examination - and subject to scrutiny by examiners.

Preparation of students for the examinations

It's always helpful to know something about the style and structure of the examination paper you'll sit at the end of a course. Old examination papers may come in useful here. These will be available from the Library and Departments as well as being [accessible online](#). You must login on the [library website](#) in order to view past exam papers. As mentioned previously, you should be aware that examinations change in content, style, structure and mode of assessment from year to year. Many Departments publish the criteria that define different classes of judgments (i.e. first honours, second honours grade 1, etc) with respect to examinations, essays, orals and class presentations. When preparing for exams, it is a good idea to know what these criteria are. *Further details on the [University's regulations and procedures relating to Examinations](#) can be found on the website.*

Medical Certificates and Special Circumstances

Students are required to give notice of absence through illness or other circumstances to the Exams/Records Officer. Normally, the [Exams/Records Office](#) will forward medical certificates to the student's lecturers. On the basis of such certificates, lecturers can defer submission dates of continuous assessment work or arrange alternative modes of assessment.

Examiners should not take medical or other circumstances into account when grading examinations. Such issues are solely within the remit of the [Examination Board](#) or the [Mitigation Committee](#).

The Examination Results

A set of guidelines has been approved by the Academic Council relating to Departmental practices for the Examinations, and in particular with regard to the dissemination of results. The full guide is available [online](#).

5.3 EXAMINATION APPEALS

The University has put in place a [procedure for checking and appealing examination results](#).

Students should make known, in writing, to the relevant Head(s) of Department(s) and to the Registrar & Vice-President for Academic Affairs as soon as possible after the examination(s), any medical, personal or other circumstances which, to a significant extent, may have adversely affected their performance at the examination(s) and provide evidence thereof.

5.4 FREEDOM OF INFORMATION

UCC is subject to the Freedom of Information Act 2014. The Act consists has a major impact on the activities of the University in the academic sphere. Under the [Irish Freedom of Information legislation](#) every person has the following legal rights:

- access official records held by public bodies prescribed under the Act;
- have personal information held on them corrected or updated where such information is incomplete, incorrect or misleading; and
- to be given reasons for decisions taken by public bodies that affect them.

For comprehensive information on the FoI Act and its implementation in UCC, please visit [the website](#).





6. UNIVERSITY POLICY ON...

6.1 Safety

UCC has its own Safety Policy Statement to meet its obligations under the Safety and Welfare at Work Act, 1989. This statement sets out the arrangements in place to safeguard safety and health, along with the cooperation required from employees to achieve this. The College authorities and not staff members, have ultimate responsibility and liability for safety issues. However, the prevention of accidents is the duty of every individual using or entering any of the places where they work. Staff and students should [familiarise themselves with this statement](#).

Guidance on specific matters relating to health and safety at work will be issued from time to time in the form of University Codes of Practice, approved by the College. Individual Departments are also required to prepare and regularly update a Departmental safety statement e.g. an effective written and publicised policy for securing health and safety within their Department. Staff and students alike should always note emergency exits. First-aiders are appointed in the College Office and the Business School should the need arise.

6.2 Discipline and Plagiarism

There is a Discipline Committee to deal with these breaches of discipline. The range of penalties that may be applied for breaches of discipline together with the detail of these and other disciplinary regulations are contained in the booklet –“[Student Rules](#)” available online. Staff and students should be familiar with this booklet which can also be obtained from the [Students Union Office](#).

Many issues of discipline arise at Departmental level which, do not justify their reference to the Discipline Committee. The UCC policy on plagiarism is [available online](#). The Cork University Business School has produced guidelines on presentation and referencing of student assignments which students should refer to when writing essays, projects, dissertations and other submitted material.

6.3 Absenteeism

The requirement for students to attend classes is clear.

“Every student entered for a course or courses is expected to attend all lectures, tutorials, laboratory classes, etc., given in each course for which s/he is entered”

There has always been an ultimate sanction available to apply to persistent offenders. A student who has an unsatisfactory attendance record at a module will not be allowed to enter for an examination at the conclusion of the module. This decision has to be taken by the Registrar after consultation with the Professor or lecturer responsible for the course. The decision of the Registrar is subject to appeal to the Academic Council of the University.

6.4 Harassment, Sexual Harassment and Bullying

UCC has a policy of creating a work and study environment free from harassment, sexual harassment and bullying. Policy information can be [found on the website](#). It is advised that where a case of this nature is thought to have occurred that the [Student Counselling Services](#) be contacted.

For serious grievances, students may contact the [Student Advisor and Ombudsman](#).





7. STUDENT SUPPORT SERVICES

It is inevitable that throughout the course of your university life that you will encounter difficulties. These may include programme, module-related or personal problems and may adversely affect your academic performance. Do not feel that this is something that you need to “cope” with yourself. There are various different options available to you depending on the issue at hand.

- Module related problems should be dealt with at lecturer level.
- More general problems relating to a particular programme (e.g. seeking transfer to a different degree) should be brought to the attention of the Programme Director. Academic issues relating to personal problems (such as illness or bereavement) may also be discussed with Programme Director.
- Students may also avail of the assistance of the [Student Counselling Service](#) (see Section 7.1 below)

7.1 STUDENT COUNSELLING AND DEVELOPMENT

University can be a very intimidating place. During your time at UCC, you will experience many changes. Perhaps it is your first time living away from home; perhaps you find the added responsibility an overbearing challenge or it simply could be that you are having doubts about the programme you have chosen. All of these have the potential to affect your life, be it academically or personally. While at university, nearly all students experience some sort of personal crisis, relationship issues/anxiety/pressure (particularly around exam time) or depression. If you think you need extra support to help you through these times, the university offers a counselling service. Student Counselling and Development centre holds individual and group counselling sessions to facilitate the various needs of students. The centre can help you develop coping skills to deal with situations as they arise and thereby enhance your own personal development.

[Student Counselling and Development](#) is based in Ardpatrick House, College Road (by the student car park). Appointments may be arranged via phone or email – [contact information can be found online](#). Unless students give permission for information to be shared, conversations remain **confidential**. Please refer to the Student Services Directory section for further information.

uLINK PEER SUPPORT: UCC students are trained and supported to help first year students settle into UCC. It begins at Orientation where a group of first year students is linked with a trained peer support leader who will be their guide and show them what life as a student in UCC is all about. Peer support leaders are non-judgmental and offer a friendly and confidential ear. If you would like to get in touch with a peer support leader or to become a peer support volunteer please [contact PASS Coordinator](#).

NITELINE: is a confidential listening service offered by students for students. The service is operated by [fully trained student volunteers available](#) to listen to whatever problems you may encounter. Service [contact information](#) can be found on the website.

7.2 DISABILITY SUPPORT SERVICE

The [Disability Support Service](#) supports students with a wide range of disabilities. This service supports students at pre entry stage, for the duration of their studies and at graduation in making the transition to employment.

Students registered with the Service include those with visual impairment, deaf or hearing impaired, wheel chair users and those with mobility difficulties, students with specific learning disabilities, including dyslexia, students with mental health difficulties and students with significant ongoing illness.

Students who have a disability or acquire a disability during their time in UCC should make [contact](#) with the Disability Support Service as soon as possible so that appropriate support can be discussed, planned and implemented.

The Disability Support Service is located in the South Lodge, between the Old Gate entrance onto College Road and the O’Rahilly Building. [More contact information can be found on the UCC website](#).

7.3 STUDENT HEALTH SERVICE

The [Student Health Service](#) provides a service that offers everything from health education to travel vaccinations and ante natal care. It is inevitable that at some point in your university life that you will need medical advice, or have queries and the Student Health Service will be at hand to assist you. Their website provides information on the services they offer and the fees they charge for things like vaccinations, blood tests, eye tests etc. [Contact information can be found on their website.](#)

7.4 CAREER SERVICE

The [Career Services](#) supports students to understand their career interests, evaluate and assess career opportunities and effectively implement their career decisions. Services include:

- Careers Advice and Guidance
- Careers Information (including computerised guidance and information systems)
- Undergraduate Work Placement
- Employer Relations and Graduate Recruitment.

The Careers Service website is constantly updated with upcoming events e.g. workshops on CV and Interview Skills, Company Presentations, Career Talks, Job Vacancies, Recruitment Fairs, Postgraduate Studies Exhibitions, etc. A drop in service is available at the Information Desk on the ground floor where students can meet advisors for twenty minute sessions every day from 9.30am to 5pm Monday to Thursday and 9.30am to 4.00pm on Fridays for a short careers consultation.

There is no need to pre-book. An [online booking service for appointments](#) is available for both [current students](#) and [recent graduates](#). If you are a recent UCC graduate and would like to register for this service, [click here](#). The Careers Service is located at 3-4 Brighton Villas, Western Road, (beside Castlewhite Apartments).

7.5 MATURE STUDENT OFFICE

This office provides [support services for mature students](#) who are registered on degree programmes. The Mature Student Office is located on the 1st Floor 1-2 Brighton Villas, Western Rd. [Further contact information can be found here.](#)



7.6 STUDENT SERVICES DIRECTORY

Accounting and Finance

Department office
Accounting & Finance,
3rd Floor, O'Rahilly Building
353 (0)21 490 3818 | 353 (0)21 490 3783
353 (0)21 490 3012
accountingandfinance@ucc.ie

Admissions Office

Undergraduate admissions
1st floor, Main Campus, West Wing
353 (0)21 490 3571 | admissions@ucc.ie

Áras na Mac Léinn - Student Centre

Student facilities & services,
Events, retail & dining,
room bookings, smart card info
Main Campus, UCC | 353 (0) 21 490 2714

Buckley, Suzanne

Support Officer
for International Students
Adjoining Campus, Roseleigh,
Western Road, Cork, T12 R229
353 (0) 21 4904725 | s.buckley@ucc.ie

Business Information Systems

Department office
Business Information Systems,
3rd Floor, O'Rahilly Building
353 (0)21 490 3341
353 (0)21 490 3818 | bis@ucc.ie

Byrne, Shelia

Work Placement Manager - BCOMM
Top Floor, 1 Brighton Villas, Western Road
353 (0)21 490 3641 | s.byrne@ucc.ie

Chaplaincy

A service that offers friendship and support
to all within the University community
Iona House, College Road
353 (0)21 490 2459 | ber.twomey@ucc.ie

College of Business and Law Office

3rd Floor, O'Rahilly Building
353 (0)21 420 5100
353 (0)21 490 2725 | BusinessandLaw@ucc.ie

Cork University Business School Office

Administrative office for CUBS
West Wing, Main Quad
353 (0)21 490 2136
353 (0)21 490 3252 | 353 (0)21 490 3253
business-school@ucc.ie

Creche

Purpose built childcare centre
Crèche Cois Laoi ,
Brookfield Health Sciences Complex
353 (0)21 490 1606/1607 | creche@ucc.ie

Deady, Noirin

First year student experience coordinator.
All queries related to degree options,
withdrawals, flexi-options, internal transfers
and career guidance
Admissions Office, 1st floor,
Main Campus, West Wing
353 (0)21 490 2780 | n.deady@ucc.ie

Disability Support Service

Range of Educational, Technological,
Personal and Social Supports to students with
disabilities and Specific Learning Difficulties
Disability Support Service , South Lodge,
UCC, College Road
353 (0)21 490 2985 | dssinfo@ucc.ie

Economics

Department office
Áras Na Laoi (Lee House), Gaol Road, UCC
353 (0)21 490 2574 | 353 (0)21 490 3574
353 (0)21 490 2126

Fees Office

Fee schedules, student debtor policy, refunds,
payments, SUSI grant, EU/Non EU fees,
payment plans, late payment appeals process
North Wing, Main Quad
+353 (021) 490 2365 | fees@fin.ucc.ie

Food Business & Development

Department office
Food Business & Development,
2nd Floor, O'Rahilly Building
353 (0)21 490 2570
353 (0)21 490 3358 | fbd@ucc.ie

Glucksman Gallery

Cultural and educational institution that
promotes the research, creation and
exploration of the visual arts
Lewis Glucksman Gallery,
University College Cork
353 (0) 21 490 1844 | info@glucksman.org

Graduate Studies Office

Post graduate programme office - research
and taught services
2nd floor, Main Campus, West Wing
353 (0)21 490 2876 | graduatestudies@ucc.ie

International Education Office

International student information and support
 Adjoining Campus, Roseleigh, Western Road
 353 (0)21 490 4734
internationaloffice@ucc.ie

Ionad Na Gaeilge Labhartha Language Centre

Irish language resources are available for students of Irish, for teachers of Irish and for staff members
 Rm G02, Main Campus, O'Rahilly Building
 353 (0)21 490 3529 | g.labh@ucc.ie

Larkin, Stehanie

Placement Coordinator - Business Information Systems
 Room 3.79, O'Rahilly Building
 353 (0)21 490 3345 | s.larkin@ucc.ie

Management & Marketing

Department office
 Management & Marketing, 2nd Floor, O'Rahilly Building
 353 (0)21 490 2940 | 353 (0)21 490 3375
managementandmarketing@ucc.ie

O'Mahony, Jillian

Work Placement Manager -Management & Marketing, Food Marketing & Entrepreneurship, Economics of Business Practice
 Top Floor, 1 Brighton Villas, Western Road
 353 (0)21 490 3492 | jillian.omahony@ucc.ie

O'Reilly, Maeve

Post Entry Support Coordinator, UCC PLUS+ UCC Plus+ Programme, 1-2 Brighton Villas, Western Road,
 353 (0)21 490 2289 | maeve.oreilly@ucc.ie

Peer Assisted Student Support

Student support service
 Adjoining Campus, 7 Bloomfield Terrace, Western Road
 353 (0)21 420 5188 | pass@ucc.ie

Powell, Fred Prof.

Student Advisor and Ombudsman
 Applied Social Studies, Ashford (Room 2.01), Donovan's Road
 353 (0)21 490 2593 | 353 (0)21 490 2228
studentombudsman@ucc.ie

Student Budgetary Advisor

Budgeting service will help you as a UCC student manage your money
 1st Floor, 1 - 2 Brighton Villas (located in Castlewhite apartment complex, Gaol Cross), UCC, Cork.

353 (0)21 490 2151
studentbudgetingadvice@ucc.ie

STUDENT EXPERIENCE OFFICE**Head of Student Experience**

Paul Moriarty | 353 (0)21 490 3113
headofstudentexperience@ucc.ie

Student IT

Student IT Service Help Desk
 Student IT Services, Boole Basement
 353 (0)21 490 1886 | sit@ucc.ie

Student Records and Exams Office

Administration of official written examinations; Official release of results and academic transcripts; Certification; Registration; Issuing of Student ID cards; Processing of Minor Theses Undergraduate, and Postgraduate Scholarship
 West Wing, Main Quad
 353 (0)21 4902422 | sreo@ucc.ie

Students Union

Provide academic assistance to students, to provide support to students in need, to lobby the University and the government on issues affecting students, and to provide entertainment on campus.
 UCC Students' Union
 54 College Road, Cork City
 353 (0)21 4903218 | info@uccsu.ie

Technical Support - BIS

Student technical queries - passwords, software, swipe card access (O'Rahilly Building)
 Room 3.70, O'Rahilly Building
 353 (0)21 490 3822 | 353 (0)21 490 3831
bistech@ucc.ie

UCC Student Pad

Student campus accommodation
 353 (0) 21 4903849 | resservices@ucc.ie

Wallace, Anne

Student Recruitment & Liaison Officer
 Room 3.02B, O'Rahilly Building,
 353 (0)21 420 5102 | a.wallace@ucc.ie

Waterman, Aileen

Work Placement Manager - BSc Finance/BSc Accounting
 Top Floor, 1 Brighton Villas, Western Road
 353 (0)21 490 2833 | a.waterman@ucc.ie

7.7 CLUBS AND SOCIETIES

Clubs and societies offer a wide range of extra-curricular activities on and off campus to suit all interests, and they are an essential part of the University experience. Active membership of a club or society confers additional benefits on your social and personal development adding value to your University experience. However, it is important to keep the right balance between your academic, social and work life.

Over 70 student societies operate in UCC. To access the complete list please visit the [Societies website](#). The Societies Guild are also on [Facebook](#). There are a number of societies which may be of interest to students of the Business School, whose details can also be found [via the CUBS website](#). There are also many sporting clubs of interest to students, [a full list can be found here](#).

Watch out on Campus for the Clubs and Societies Open Days which usually take place on Tuesday and Wednesday of [Fresher's Week](#)! Sign up and get involved - this is your opportunity to develop additional skills highly valued by employers.



8. THE COLLEGE AND BUSINESS SCHOOL LEVEL

8.1 COLLEGE OF BUSINESS AND LAW

The College of Business and Law was established in 2005/6 as one of the four Colleges in University College Cork. The College of Business and Law incorporates the Cork University Business School and the School of Law. The Head of College of Business and Law is Professor Ursula Kilkelly and the offices of the Head are located in the O’Rahilly Building. Some of the information, practices and structures outlined in this handbook may be subject to change over the course of the year.

8.1.1 College of Business & Law

HEAD OF COLLEGE

Professor Ursula Kilkelly	4205100	headbandl@ucc.ie
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COLLEGE MANAGER

Mr Colman Quain	4902395	c.quain@ucc.ie
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STUDENT RECRUITMENT & LIAISON OFFICER

Anne Wallace	4205102 086 4122414	a.wallace@ucc.ie
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Ms Jean Tobin	4902725	Jean.Tobin@ucc.ie
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LOCATION OF THE COLLEGE OFFICE

Room 3.02, Block A, Level 3, O’Rahilly Building

8.1.2 Cork University Business School

Basement (B.02), West Wing, Main Quadrangle
+353 (0)21 490 2136 / 3252 / 3253

business-school@ucc.ie

- [Department Contacts](#)
- [Faculty Directory](#)
- [General Contact Details](#)

DEAN OF CORK UNIVERSITY BUSINESS SCHOOL

Professor Thia Hennessy	4903252/3253	business-school@ucc.ie
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Programme Directors 2019-20

Programme Title	Director	Email & Telephone
BComm (CK201)	Dr Rosemary Murphy Dr Lawrence Dooley	E: bcommdirector@ucc.ie
BSc Accounting (CK202)	Dr Peter Cleary	E: p.cleary@ucc.ie Tel: 021 4902506
BSc Business Information Systems (CK203)	Dr Gaye Kiely Professor Joseph Feller	E: gaye.kiely@ucc.ie Tel: 021 4903828 E: jfeller@ucc.ie Tel: 021 4903337
BSc Finance (CK204)	Dr Meadhbh Sherman Dr Steve O'Callaghan	E: M.Sherman@ucc.ie Tel: 021 4903522 E: Steve.OCallaghan@ucc.ie Tel: 021 4903462
BComm International (CK205;CK206;CK207;CK208;CK209;CK211)	Dr Robbie Butler	E: R.Butler@ucc.ie Tel: 021 4902434
BSc Food Marketing & Entrepreneurship (CK213)	Dr Alan Collins	E: a.collins@ucc.ie Tel: 021 4902066
BSc International Development (CK214)	Dr Edward Lahiff	E: e.lahiff@ucc.ie Tel: 021 4903478
BA Economics (CK212)	Dr Ella Kavanagh	E: E.Kavanagh@ucc.ie Tel: 021 4902571

*Note: Some of these Directors will change during the year

Departments and Centres within the Business School

Further information on individual Departments and Centres of the Business School can be found on the following urls:

- [CUBS Mission & Vision](#)
- [CUBS Departments](#)
- [Research Centres](#)
- [Staff Faculty Directory](#)

Related UCC Departments and Schools

Academic Departments and Centres cover many subject areas taught on Business School Programmes, however Departments and Centres of other Schools in the University also provide input to the degree programmes offered.

For example the BSc Food Marketing and Entrepreneurship is offered jointly with the School of Food and Nutritional Sciences.

Websites of the individual Departments and Centres of associated Schools provide further information on activities, staff, courses and news related to their areas. The following list will help you access information on following Departments:-

- [School of Applied Psychology](#)
- [Department of French](#)
- [Department of German](#)
- [Department of Government](#)
- [Department of Spanish, Portuguese and Latin American Studies](#)
- [Department of Italian](#)
- [School of Law](#)
- [Department of Mathematics](#)
- [Department of Modern Irish](#)
- [Department of Statistics](#)
- [School of Asian Studies](#)
- [School of Food and Nutritional Sciences](#)

Any comments on the material in this handbook or suggestions for future additional material would be most welcome to the Cork University Business School Office. The guidelines on presentation and referencing of student assignments is based upon a similar one prepared by Dr Terry Cradden, University of Ulster 1998.

The information in this document is for illustrative purposes only. It cannot be construed as granting legal rights to any person or imposing any legal obligation on the university. This information guide grants no right to any person enforceable by a court.



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