

Enquiries Protocol

		This policy is effective from	<u>20 June 2019</u>
Approval body	<u>Academic Council</u>	Approval date	<u>19 June 2019</u>
Owner	<u>Admissions Officer</u>	Next review date	<u>19 June 2021</u>

1. Introduction

- 1.1. This protocol is for dealing with enquiries from applicants, registered students, graduates and third parties enquiring on their behalf.
- 1.2. It is to support staff in dealing with enquiries from applicants, registered students, graduates and third parties acting on their behalf. It aims to protect the security and privacy of the personal data of individuals and to ensure that personal information is not released to any unauthorised person. The protocol is applicable to all staff in the College.
- 1.3. This protocol is produced for the purposes of ensuring compliance with General Data Protection Regulation 2016/17 (GDPR) and NCAD's Data Protection Policy.
[www.ncad.ie/files/download/NCAD_Data_Protection_Policy_v0.3\(1\).pdf](http://www.ncad.ie/files/download/NCAD_Data_Protection_Policy_v0.3(1).pdf)

2. Student Services and Admissions

- 2.1. SS&A operates as the central registry area for the College looking after the student lifecycle from application through to graduation. As such, SS&A holds a wide range of personal, financial and academic information relating to each individual applicant, student and graduate. The following protocol should be followed when dealing with enquiries:

Applicants

- 2.2. At the time of application and pre-admission to the College it is necessary and appropriate for staff to respond to enquiries from applicants as well as other appropriate third parties such as a parent, guardian or guidance counsellor. Applicant enquiries could cover issues concerning an offer such as eligibility, the timing of an offer or the reason for not getting an offer. There is no issue with discussing any information with any member of the public that is freely available in the public domain such as closing dates, offer procedures, eligibility criteria, etc. In the case of an enquiry that concerns information specific to an individual the following procedures should apply.

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V1	19 June 2019	N/A	N/A

Enquiries from applicants

- 2.3. Before engaging in a communication (by email or phone) with an applicant the staff member should verify that they are dealing with the applicant by asking them to confirm the following information:
- Applicant's CAO number or NCAD application number
 - Applicant's full name
 - Applicant's date of Birth
- 2.4. In the case of an enquiry from an applicant using their verified Email address they should be asked to confirm their application number.
- 2.5. In any communication with an applicant be careful not to disclose any information the applicant has not disclosed to you in the first place.**
- 2.6. The approach in dealing with an enquiry should be one of asking leading questions. For example if an applicant did not get an offer because they do not have a Leaving certificate, or have not met some other entry requirement and you can see that, you should ask the question:
- Have you passed a Leaving Certificate?
- Or
- Have you passed Irish/English?

Once they volunteer the information you can then give advice on how they should proceed. Do not give out information such as Leaving Certificate or other exam results and do not reveal any knowledge of their application such as course choice or preference.

- 2.7. In the case of information that is generated by NCAD such as a conditional offer or Portfolio score, the preference is to send this information in writing to either a verified email or home address. If contacted by an applicant for this information the caller should be asked to verify their identity by confirming the following
- Applicant's CAO number or NCAD application number
 - Applicant's full name
 - Applicant's date of Birth

Applicant enquiries by third parties

- 2.8. In the case of an enquiry on behalf of an applicant by an appropriate third party the protocol as set out above should be followed. The enquiring party must establish that the nature of their relationship to the applicant gives reasonable grounds for acting on their behalf. The third party should also be asked to confirm the following information:
- The applicant's CAO number or NCAD application number
 - Applicant's full name

- Applicant's date of Birth
- 2.9. Information should not be disclosed and no information should be discussed that has not been revealed by the enquirer in the first place.
 - 2.10. In the case of information that is generated by NCAD such as a conditional offers or Portfolio score, this information should not be revealed to a third party without the written permission of the applicant.

Enquiries from students and graduates

- 2.11. Once registered, Staff in SS&A should only deal with the registered student.
- 2.12. Requests for written confirmation of attendance, registration, fee payments, exam results, etc. should only be given to the student or the graduate. Requests from third parties, including external verification agencies, will need the written permission of the student or graduate before the information is passed on.

3. Academic departments

- 3.1. Once registered NCAD's primary relationship is with the student.
- 3.2. Staff should not engage in any communication by phone, email or in person with a third party about a student. Any enquires, requests for information or requests for meetings by third parties should be responded to politely by saying it is our policy to deal with the student and that you are not in a position to discuss any specific information with anyone other than the student.
- 3.3. In the case of any student aged 18 or over there are no circumstances where a student's personal or academic circumstances should be disclosed to, or discussed with a parent or any other third party.
- 3.4. In the case of a registered student who is not yet 18, staff may meet the student with a parent or appropriate third party present provided the student has given written consent in advance for this meeting and for the inclusion of the third party in any follow on communications.
- 3.5. In the case of a registered student who is 18 or over, staff may meet the student with a third party from within the College community such as an Officer of NCADSU (President/Vice-President) or a tutor, learning support officer, or other appropriate staff member, provided the student has given consent in advance for this meeting. Written consent should be received from the student for the inclusion of the third party in any follow on communications.
- 3.6. Any requests from students, graduates or third parties acting on their behalf for written confirmation of attendance, registration, academic results, etc., should be referred to SS&A, Student Information Desk: information@ncad.ie
- 3.7. If a student is unable or unavailable to access important information relevant to their academic progress (e.g. project briefs, assessment results, timetables, etc), a third party may be included in communications provided written permission is first received from the student. Any communication with a third party should be limited to the passing on

of information and should not extend to any discussion with the third party concerning the information or the consequences of the information.

4. Academic Affairs: Student Services, Access, Guidance Counselling and Student Counselling Service

- 4.1. The Access office deals with applicants to the college applying through the supplementary access route. In the case of applicants the Access Office should apply the protocol used by SS&A as above.
- 4.2. In the case of registered students, all Student Services should adopt the protocol used by SS&A and Academic Departments by dealing only with the registered student. Where it is necessary to pass on information to another department in the College concerning a student as for example in the case of assessment for learning support, written permission should be sought from the student for any information to be disclosed to a third party.