

# *ncadsu*

**MENTORING PROGRAMME  
HANDBOOK 21/22**



**HELLO!**

## **HOWAYAGETTIN' ON?**

This handy-dandy booklet is a helpful guide on how to best support your group of mentees during their first year in college!

You are a big aul' legend for volunteering to be a mentor. We're sure you can remember how intimidating coming into third level education can be, and it's great that you want to make this transition easier for your peers. Fair feekin' play!

## **Contents:**

**1. What is a mentor?**

**2. Supporting your mentees**

**3. HOW TO:**

**4. Training**

**5. Helpful resources**



# What is a Mentor?

A mentor is student who volunteers to help and support incoming first years to adjust both academically and socially into College life. Whether it's showing them to the closest jacks, someone to eat lunch with, lending a shoulder to cry on or just having a laugh, that's what a mentor is there for!

Mentors are a huge asset to both the College and the Union. We would be lost without ya! And so would the first years!

## What are my responsibilities?

- Attending Mentor training events
- Liaising with the Students' Union
- Meeting your mentees within the first few days of College
- Creating a group chat with your mentees and keeping in contact with them throughout the year
- Showing them all the cool spots around college
- Being their mate and helping them in anyway you can



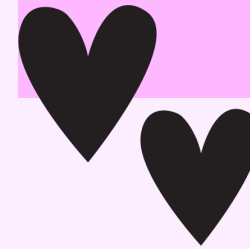
## Supporting Your Mentees

## WELFARE

Supporting your mentees in their personal wellbeing can span from getting a coffee with them to supporting them through a rough patch in College. It is not just on you to solve the problems your mentee is facing. If the problem is too much for you to handle or if you don't know what to do, you can come to the Union. We can take it from there and direct them to the most appropriate services.



# WELFARE

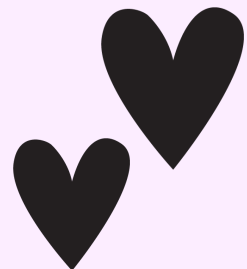


## Do's

- Listen
- Keep in contact
- Bring to the Union
- Support in anyway you can

## Don'ts

- Take on others problems
- Try to solve things on your own
- Dismiss them because you are too busy



Sometimes you'll find yourself being approached with issues that may be very emotional or difficult to tackle. You are not a counsellor, however you can help direct students to services within the College if you think that will help them. If someone approaches you with an issue you aren't comfortable handling, you should refer them to the Students' Union to protect both yourself and the student.

Other times you might just find yourself as a shoulder to cry on, a listening ear or just a soundboard to vent. Try to support your mentee as best as you can. If you get overwhelmed, that's okay! Bring both yourself and the student to the Union so we can support both of you. We love you.



# Mental Health



- **Text About It / 50808:** 50808 is a free 24/7 text service, providing everything from a calming chat to immediate support for people going through a mental health or emotional crisis – big or small. Text HELLO to 50808 to start a conversation, any time – day or night.
- **Samaritans / 116 123:** The Samaritans Helpline is available 24 hours a day for anyone in distress. For immediate support, about whatever is getting to you, don't hesitate to call them on 116 123.
- **Pieta House / 1800 247 247:** Pieta House provides free 24/7 support or those in suicidal distress or those engaging in self harm. Freephone 1800 247 247 / Text HELP to 51444.
- **AWARE / 1800 804 848:** Aware provides support & information for people who experience depression or bipolar disorder. Their support line is available Monday – Sunday 10am – 10pm.
- **Connect Counselling / 1800 477 477:** Connect is a free telephone counselling and support service for any adult who has experienced abuse, trauma, or neglect in childhood. Connect is available from 6-10pm, Wednesday to Sunday.
- **Niteline / 1800 793 793:** Niteline is a listening service run by students for students, every night of term from 8:30pm – 12:30am.

- **HSE Drugs & Alcohol Helpline:** Call the confidential freephone helpline on 1800 459 459 from Monday to Friday between 9:30 am and 5:30 pm.
- **Alcoholics Anonymous / 01 842 0700:** Alcoholics Anonymous is a fellowship of people who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism.
- **Narcotics Anonymous / 01 672 8000:** NA is a nonprofit fellowship or society of people for whom drugs has become a major problem.

## Drugs and Alcohol

## Sexual Health

- **HSE HIV & Sexual Health Helpline / 1800 459 459:** The HSE HIV Helpline provides a free, confidential place where you can talk through your concerns about HIV and sexual health, get information about services and consider the options to help you improve your situation.
- **HIV Ireland / 01 873 3799:** HIV Ireland provides support, information and advocacy services to people living with HIV and their families and caregivers.
- **MPOWER / [mpower.hivireland.ie](http://mpower.hivireland.ie):** The MPOWER Programme is a suite of peer-driven community-level interventions which aim to achieve a reduction in the acquisition of HIV and STIs and an overall improvement of sexual health and wellbeing among gay, bisexual and men who have sex with men (gbMSM).





# Useful Contacts



## **Counsellor**

Linda Mackin

[counsellor@staff.ncad.ie](mailto:counsellor@staff.ncad.ie)

## **Doctor**

Make an appointment through

[information@staff.ncad.ie](mailto:information@staff.ncad.ie)

## **Access Officer**

Finola Mcternan

[mcternantf@staff.ncad.ie](mailto:mcternantf@staff.ncad.ie)

## **Learning Support**

[learningsupport@staff.ncad.ie](mailto:learningsupport@staff.ncad.ie)

## **Student Covid Manager**

[studentcovidmanager@staff.ncad.ie](mailto:studentcovidmanager@staff.ncad.ie)

## **Assistive Technology**

[assistivetechonology@staff.ncad.ie](mailto:assistivetechonology@staff.ncad.ie)

## **IT Support**

[itsupport@staff.ncad.ie](mailto:itsupport@staff.ncad.ie)

## **Fees and Grants**

[feesandgrants@staff.ncad.ie](mailto:feesandgrants@staff.ncad.ie)

## **Reception**

[information@staff.ncad.ie](mailto:information@staff.ncad.ie)

## **Head of First Year**

[gillanma@staff.ncad.ie](mailto:gillanma@staff.ncad.ie)

## **Head of Academic Affairs**

[hanrahans@staff.ncad.ie](mailto:hanrahans@staff.ncad.ie)



# ACADEMIC

Academic support is something we could all do with. That is why its great to educate yourself on the systems within the college and how they work. From what a module is to transferring departments, mentees will want to know it all! Attending the training we are providing is not only of benefit to your mentees but also yourself! Learn the ins and outs and never be confused again!



**Supporting your Mentees**

# ACADEMIC

Students may face many academic issues, and you will be able to help with some of them. When you feel that you're unable to help your mentee with an issue, the SU can step in and direct them to the right resources and supports.

Sometimes, issues should be passed to a tutor/Head of Department, so they can help and support the student.

## Do's

- Advise as best you can
- Bring the issues to their tutors/HOD
- Bring to the Union
- Give helpful tips and advice if you know!
- Recommend Learning Support

## Don'ts

- Avoid them because you don't know how to help them
- Try to help them on your own
- Get overwhelmed with your own work as well as theirs
- Advise them when you are not sure

# First Year Basics

## Pathways

A pathway is the department in which you wish to continue for your degree, in both Design and Fine Art. First Year students enter their chosen pathway during the last six weeks of First Year, following two pathway experience electives.

## Modules & Credits

Modules are units of learning. They are a self-contained fraction of the workload for the year, and each module has a unique assessment mark. Credits are the value given to each module, which describe the workload required to complete them. There are 60 credits in total to achieve each year.

Credits are divided by each 6 week module. There are 60 credits in total to achieve each year. Professional Practice is worth 5 credits, Critical Cultures is worth 10 and the remaining 50 are spread throughout the year.

## Critical Cultures

Every undergraduate student is enrolled in the School of Critical Cultures. The aim of Critical Cultures is to not turn students in to art historians but to develop communication skills, criticality, research skills & curiosity. The learning outcomes are a series of lectures and talks, followed by an essay to be written each trimester.

# First Year Basics

## Workshop

A workshop is one of the three areas within the First Year Art & Design Studios. These areas are the Print Workshop, the Soft Materials Workshop, & the 3D Workshop. These workshops are all located in the First Year Building (Design Building).

## Technical Assistant

Technical Assistants (Technicians) are members of First Year Art & Design Studies staff who specialise in the technical aspects of the Workshops.

## Tutorials

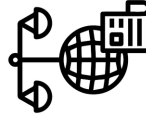
A tutorial is where a student has a conversation with a member of staff about their work. Some are informal, and just happen in the studio, while some are scheduled and timetabled to deliver results and to chat about a student's progress in private.



# APPEALS PROCESS

**EXTENUATING CIRCUMSTANCES THAT HAVE A SIGNIFICANT IMPACT ON YOUR ABILITY TO COMPLETE WORK AND ARE OUT OF YOUR CONTROL.**

**AN ASSESSMENT APPEAL WILL ONLY BE CONSIDERED ON 2 GROUNDS**



**2**

## Extenuating

[ A ]

That the Exam Board was aware of, but had rejected because the application was late, and the Exam Board did not consider the reason why the application was late was valid.

OR

[ B ]

That the Exam Board was NOT aware of.

**REMEMBER: AN APPEAL IS DIFFERENT FROM A COMPLAINT\***

## PROCEDURAL

Where there's evidence of a significant irregularity in the conduct of the assessment process. This includes where this results in an inappropriate grade assessment.

**\* APPEALS THAT DO NOT MEET EITHER OF THESE GROUNDS WILL NOT BE ACCEPTED**

## OKAY ... NOW WHAT?

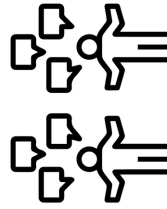
**REMEMBER: CHECK YOUR EMAILS! THEY MIGHT CONTACT YOU AND ASK YOU TO ATTEND THE MEETING OR TO SEND THE COMMITTEE TO GIVE MORE INFORMATION. YOU HAVE THE RIGHT TO BRING SOMEONE WITH YOU TO THAT MEETING.**

**REMEMBER: APPEALS SHOULD BE SUBMITTED TO THE ASSESSMENT APPEALS OFFICER USING THE APPEALS FORM WITHIN 20 DAYS OF RECEIVING THE FINAL RESULT OF AN ASSESSMENT, DURING YOUR CIRCUMSTANCES!**



1

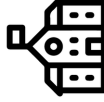
Try to resolve the issue on a local level, with your Head of Department, tutors, or Head of School.



**2**

To submit a formal appeal you must have:

- A COMPLETED APPEAL FORM You can get this from the NCADSU or Assessment appeals officer
- ALL SUPPORTING EVIDENCE FOR YOUR APPEAL Include everything you have!



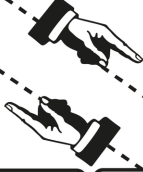
**3**

Your school will submit a response no later than 10 days of the date they were notified of your appeal. They will write a response, and provide any necessary evidence.

You will receive a copy of this response, and you can provide a further response within FIVE working days of receiving the School response.

**4**

The Committee will meet, and will review what has been submitted by you and your school.



## RESULTS

The committee will reach a conclusion by consensus or by vote. You will be given the decision made by the appeals committee in writing no later than FIVE days after the committee has reached their decision.

**THE COMMITTEE CAN GIVE ONE OF TWO RESULTS:**

- RESULT 1: THE COMMITTEE MAY UPHOLD THE APPEAL AND INSTRUCT THE EXAM BOARD ON THEIR DECISION.
- OR
- RESULT 2: THE COMMITTEE MAY NOT UPHOLD THE APPEAL, MEANING THE ORIGINAL GRADE STANDS. You cannot appeal this decision further within the college... BUT ...



PHONE: + 353 1 636 4269  
EMAIL: NCADSU@GMAIL.COM

IF YOU ARE NOT SATISFIED WITH THE COLLEGE APPEALS PROCESS YOU MAY SUBMIT A COMPLAINT TO THE OFFICE OF THE OMBUDSMAN



## QUESTIONS?

**CONTACT THE STUDENTS' UNION, YOUR HEAD OF DEPARTMENT, OR THE HEAD OF ACADEMIC AFFAIRS.**

## Academic Credits

The value allocated to modules to describe the student workload required to complete them.

## Assessment

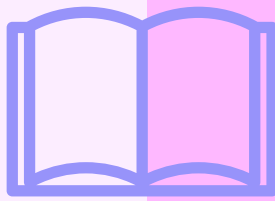
The presentation of work at the end of a module for evaluation by staff.

## Department

Section of NCAD focused on particular Art or Design discipline. (Eg. Paint)

## Elective Project

Electives are projects which you choose from a range of project options presented by staff. The project briefs for electives will address a range of technical skills combined with visual research, observation and analysis work.



# Academic Glossary

## Learning Outcomes

Learning outcomes are statements of what a student should know, understand or be able to do at the end of a learning activity.

## Module

A module is a unit of learning. It represents a self-contained fraction of your workload for the year and carries a unique assessment mark.

## Plagiarism

This is the presentation of other people's work as your own. It is a serious offence and is treated as such.

## Project Brief

A project brief is a document which sets out what is required of you and your work within a project/module.

## Critical Cultures Assignment

There are assignments set by the School of Visual Culture for students during the year.

# Making the Students' Union your Ally

The Students' Union is here to help and support you all the way through your college experience. No problem is too big or small, and there are no stupid questions! Getting to know the Sabbatical Officers and building a relationship with them will aid your journey through third level education immensely.

If you ever have any issues, in or outside of your college work, the Union is there to help. Getting involved in the Union not only improves your college experience but creates a more fruitful relationship between the student body and the college itself. It helps everyone to be involved! Pop into us at any time and we will do our best to help you or your mentees!







# NOTES

# NOTES





# Training Checklist



OHANA

Active Consent

Bystander Intervention

Disability Awareness

Trans 101