

Student Handbook

NED Training Centre



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1. WELCOME TO NED Training Centre

NED Training Centre is a private and independent Training centre, established to provide quality academic education. The name 'National Employee Development Training Centre' explains the main object of the NED Training Centre - to provide the best vocational education. The NED Training centre helps you to apply learning and your real life achievements to make them more relevant for the workplace of today and into the future.

NED Training Centre is proud to offer access to the skills and knowledge which help individuals and organisations to make a quality contribution to the Irish and global knowledge economy.

NED Training Centre's small class sizes, friendly staff and excellent learning support centre ensure that students get the best start on their tertiary learning journey. We deliver practical, relevant qualifications designed to enhance your career and employment options.

NED Training Centre specialise in training for the workplace - students learn the theory and then apply it to real life situations. Student will gain practical and relevant work experience while working towards qualifications that are well-regarded by employers.

You will find that we are also creating the future here. Our teaching staff are specialists in their fields, and we are investing in exciting new technology to ensure that we will be at the leading edge in training and learning in Ireland.

Our passion for the future is based on solid foundations. NED Training Centre's training is enhanced by the positive industry relationships we develop. NED Training Centre aims to work closely with employers so that we, and they, are confident that our graduates have the skills they need to succeed in the real life workplace.

You will find that everyone who works at NED Training Centre is committed to making it a supportive and friendly place to learn. You will find inspiration and support here, as well as an excellent education. We look forward to welcoming you to your real life practical future.



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2. MISSION STATEMENT

- To manage our resources effectively, for the benefit of all NED Training Centre students, ensuring a high level of care, integrity and equality.
- To achieve the highest international standards available in teaching and to facilitate co-operation, collaboration and other mutually beneficial links between the NED Training centre and its counterparts.

3. STUDENT HANDBOOK IN BRIEF

The purpose of this guide is to provide you with a summary of the important information that you need to know as a student at NED Training Centre. This does not replace the formal information provided to you by the NED Training centre through its Academic Regulations. Please note that it is your responsibility to ensure that you are familiar with the contents of this Guide and the relevant NED Training Centre Regulations.

4. STUDENT ORIENTATION

Every Intake every student at the NED Training Centre will be able to participate the student orientation programme. This programme aims to help students make the adjustment to a new country and culture easier as well as introduce with centre's rules and regulations.

Every student will be able to get help with setting up their bank accounts, registering with general Practitioners for medical purposes and taking tours of Dublin. NED Training Centre it is our goal to be "Supportive every step of the way".

5. CAMPUS DETAILS

➤ Opening Hours:

Administration: 09:00 – 17:00 (Monday – Friday)

Classes: 09:00 – 18.00 (Monday – Thursday)



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- **NED Training Centre Reception:** Our reception will provide students with the followings:
 - Admission Form
 - Letter Request Form which can be used for a range of letter applications, such as: Bank Account, PPS Number, Holidays, Visa Extension, Re-entry Visa, and Visit Visa
 - Student Course Refund / Cancellation Form
 - Course Transfer Form
 - Student Complaint Form

All letters must be requested a minimum of 48 hours in advance of any expected collection, unless otherwise stated.

6. CAMPUS FACILITIES

- Modern computer lab
- Classrooms equipped with digital projectors
- Free Internet access
- Library facilities

7. COURSE STRUCTURES

- The academic session at the NED Training Centre is semester-based and students are assessed in modules within each semester or across two semesters or both.
- Examinations take place at different times during the year. You would need to check with your Lecturer or the Director of Studies.
- The minimum criteria for awards are specified in the terms of entry qualifications.

8. TERMS AND SEMESTER DATES

The courses run on an ongoing basis with continuous enrolment on a month-by-month schedule.



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9. GENERAL ENTRY REQUIREMENTS*

- Be aged 18 years or over
- Provide proof of competence in English acceptable to the college. (For this purpose, it may be necessary to have passed a recognised test of proficiency, at the appropriate level, within the last five years)

***Note:** Also there are specific requirements for each course depending on the Awarding Body and level of entry. Applicants with other qualifications not listed above and/or suitable work experience will be considered by the Academy on an individual basis.

10. ADMISSION PROCEDURE

NOTE: For international students, all admissions are subject to such regulations as may be enforced from time to time by the Irish Garda National Immigration Bureau (GNIB).

The Admission Form can be requested directly from the college's Admission Office or downloaded from the NED Training Centre website. Once completed and sent by either fax, post or delivered by hand to the NED Training Centre, your completed Admission Form will require the following:

- Photocopies of all your relevant academic qualifications, two passport-sized photographs, photocopy of current passport, and any other documents that you think may support your application e.g. an academic reference, employers' reference, or reference from a sponsor.
- In processing your application the Academy requires you to fully pay your course fees at the time of enrolment. Please note that your course fees do not include and registration or examination fees set out by the relevant awarding and examinations body.
- All awarding body registration and examination fees and charges must be paid to the NED Training Centre at the same time as the student's course fees. Please note that any student not willing to pay for such registration and examination fees at this point will not be considered for enrolment with NED Training Centre.
- All students must complete the college's English placement test. Without this test the student cannot be placed in a class.



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- By accepting an offer made by NED Training Centre (through payment of the relevant fees stated at the time of initial application) a student enters in to a contract with NED Training Centre for the period for which those fees have been paid. This period is stated on the applicant's enrolment letter and includes both the course commencement and course completion dates. Once all procedures are successfully completed, the NED Training Centre will issue an enrolment letter which is also a receipt of payment. Once you receive this letter, you are ready to start your classes.

11. INDUCTION

Student induction will be carried out on the first day of term (course commencement). It is imperative that all students ensure they do not miss their induction session.

Students will receive the Students Handbook, Course Syllabus and Course Timetable, together with other valuable pieces of information geared towards ensuring a seamless transition into college life in Dublin.

12. HEALTH INSURANCE

Healthcare costs for people who are not EU citizens must be paid for. NED Training Centre can help students to arrange general medical insurance on behalf of its students. Further details are available from the Admissions Office.

Note: Insurance companies insist that students pay for their medical treatment first and then submit any claim(s) later, accompanied by relevant receipts/invoices.

13. COURSE FEES

All student fees must be paid for in advance of a course commencing. Awarding body and Exam fees need to be paid direct to the NED Training Centre at the point of enrolment before confirmation of enrolment can be given. Receipt of payment shall be issued in the form of the student enrolment letter which will clearly state "student fees paid in full".



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Receipts of payment for Awarding Body Registration and Exam Fees will be issued to the Student direct from the NED Training Centre in hand at the point of payment (Local Student) or at the earliest opportunity (International Student). Local student tuition fees- 2000 euro, International student tuition fees-4500 euro.

14. METHODS OF PAYMENT

Students may pay their tuition fees by one of the following methods:

- Cash or bank draft directly to the NED Training Centre Admission Office.
- Payment from an overseas student is preferred via direct transfer into NED Training Centre bank account. Bank details are available upon request.
- For previous method, a reputable confirmation of payment to NED Training Centre must be provided before any documentation can be provided by NED Training Centre.

15. CHANGE OF ADDRESS OR PERSONAL INFORMATION

Students are requested to advise the NED Training Centre directly and immediately of the following changes:

- Address
- Telephone number

All requests by students for changes to their programmes of study must be approved in advance by NED Training Centre Administration Office before any change can take effect.

16. NED Training Centre'S REFUND POLICY

Grounds for a refund or partial refund of fees:

- **A) Irish Study Visa extension refusal.** (For students who are not successful in obtaining their visa, any application for a refund would need to be made in writing and must be accompanied by both a copy of the rejection letter from the GNIB and a copy of their Passport stamped. Please note: the rejection letter issued by



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the GNIB will be evaluated by the NED Training Centre in-order to assess grounds for any refund. All original letters issued by the NED Training Centre along with the students GNIB card must be returned to the administration before any refund can be processed.)

- **B) Illness or disability suffered after the student's enrolment has been confirmed.** In any such instance, a doctor's certificate would be required to confirm.
- **C) Upon arrival to Dublin, should any student be refused access into Ireland for any reason, any application for a refund would need to be made in writing and must be accompanied by both a copy of the rejection letter from the GNIB and a copy of their passport stamped. Please note: the rejection letter issued by the GNIB will be evaluated by the NED Training Centre in order to assess grounds for any refund.**

1. A refund will only be granted in respect of fees which have been paid for the most recent year in which (A) or (B) occurs. There is no automatic right to a refund of fees if at any time, a student changes his/her mind about studying at NED Training Centre.
2. After course commencement, any student requiring to submit a refund request for any reason other than those specifically detailed above (A, B or C) will be required to have achieved a minimum attendance of 85% in accordance with GNIB (student visa requirements) at the time of request.
3. If a student withdraws after course commencement no refund will be given.
4. All course cancellations must be made in writing using the NED Training Centre's 'Tuition fees Refund' form before course commencement date.
5. If a Student changes their course of study during their semester, no refunds would be given where the revised course involves fewer subjects.
6. Students that are found to have provided incorrect information, resulting in their visa being refused, shall not be entitled to any form of refund.
7. Whilst course commencement and completion dates are not expected to change, the NED Training Centre reserves the right to alter any previously detailed dates in order to facilitate or improve the provision of any course and any associated examination. Those changes will in no way affect the other terms and conditions of the student's contract with NED Training Centre. Should a change be



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necessary, NED Training Centre will not be liable to provide any form of compensation or refund.

8. Please note an Administration Fee of €150 will be deducted from all refunds given.

17. MANAGEMENT OF LECTURES AND MAINTENANCE OF STUDENT'S RECORDS

- The management of lectures is facilitated by the Director of Studies.
- All student records are maintained through the NED Training Centre software. The software enables NED Training Centre management to keep and maintain a student database which may include, but is not limited to, all activities, admission details, class attendance, performance records, and financial transactions.

Disability

NED Training Centre welcome applications from all potential students and will take whatever feasible measures it deems possible to accommodate the needs of any person arising from their disability or medical condition, having regard to the relevant legislation.

Timetables

Student timetable information is provided at induction and will also be displayed on the notice board. **Please check timetables and allocated rooms as these may change from time to time during your course.** Where possible, changes will be notified in advance. However, this may not always be possible.

18. ATTENDANCE POLICY

Poor Attendance Policy

- A) Attendance is a provision of a student's visa and non-attendance may result in loss of a student's permission to study or work in Ireland or both.
- B) Should a student's attendance fall below the requirements laid down by the GNIB and NED Training Centre at any time, disciplinary action may be taken



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against them which could result in them having their enrolment with NED Training Centre terminated.

- C) In the event that a Student is unable to attend their class for any reason, written confirmation giving the reason (A) for non-attendance is required and should be given to NED Training Centre administration at the student's earliest opportunity. This requirement is mandatory for international students in order to comply with both NED Training Centre and GNIB regulations.

Please note: non-attendance certificates or letters cannot and will not replace the actual attendance of a student. At the end of each semester, each student's attendance record will be submitted to the GNIB for review along with any letters or certificates provided to NED Training Centre by the student. GNIB, rather than NED Training Centre, will be responsible for assessing the validity of the reason(s) provided by a student for non-attendance and GNIB will decide whether a student's visa will be extended.

Please be advised the minimum attendance required by GNIB is 85%.

Attendance Records Policy

For each lecture, an official printed class attendance sheet will be prepared by NED Training Centre which students are required to sign. These signed attendance sheets are filed as per their respective subjects and used by NED Training Centre to help to prepare attendance records.

Poor Attendance Records Policy

NED Training Centre checks attendance records for students. Students not meeting the attendance criteria as set down from time to time will receive a written warning reminding them of the need to meet their attendance requirements for NED Training Centre and GNIB purposes. Should it be necessary to issue a second written warning the student's attendance maybe reported to GNIB. NED Training Centre can take no responsibility to any subsequent GNIB action.

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19. STUDENT BEHAVIOUR

Students are required to adhere to the following:

› Relations with NED Training Centre personnel.

As a student NED Training Centre expects you to communicate courteously and respectfully with your lecturers and other NED Training Centre personnel on any problems or issues you may have regarding NED Training Centre services to you. Disrespectful or abusive behaviour may lead to disciplinary action. Depending on the severity of any abuse or disrespect, disciplinary action may include suspension or expulsion. Any disciplinary action will be in accordance with NED Training Centre procedures as published and the rules of natural justice.

› General Rules in the interest of all students.

- › Students are required to turn off their mobile telephones during their classes.
- › Students are expected to respect both their lecturers and their fellow classmates during their classes at all times. Disrespectful behaviour by a student during class may result in the student being to leave the class - and forfeit attendance for that complete day.
- › Record(s) of disciplinary action will be maintained on the relevant student's file for such period of time as NED Training Centre deems appropriate. Such records may also be made available to appropriate third parties, such as GNIB, at NED Training Centre's discretion.
- › Do not bring food or drink into the classrooms.
- › Smoking is not allowed in any part of the Academy.
- › Bags, coats and other personal belongings must be kept away from any aisles or escape routes.
- › In the event of a fire or fire alarm being sounded follow the evacuation procedures.
- › Be careful with your belongings - NED Training Centre can take no responsibility for loss, damage, theft or any other liabilities arising from your personal belongings on NED Training Centre premises. Please note personal belongings are the sole responsibility of the student.



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- The Academy cannot be held responsible for any items reported lost or missing; however students are required to report all incidents to NED Training Centre administration as soon as discovered.
- Students are required to help to keep NED Training Centre premises tidy at all times.

➤ **Tuition period dates.**

Different tuition periods are applicable for different courses. Please contact the Director of Studies to confirm your specific tuition schedule.

➤ **Student Academic Responsibilities:**

Below are reminders of some of your key responsibilities as a student. It is your responsibility to:

- Attend the Academy in accordance with the requirements set out from time to time for both classes and examinations.
- Brief yourself on timetable details.
- Brief yourself on examination dates and locations and arrive on time for the examination.
- Submit your coursework on time.
- Brief yourself on how to find and retrieve details of your results and possible actions arising, such as the need to re-site an examination.
- Immediately advise NED Training Centre administration of changes to your contact details.

20. PATTERN OF DELIVERY

The NED Training Centre may use a diversity of delivery methods, including, but not confined to:

- **Lectures** to introduce topics and concepts to students.
- **Seminars /Laboratories (Labs)** to emphasis student-led activities, for example group discussions, individual and group presentations, critiques of academic papers, and partial design solutions.



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- **Practical classes** for example exercises and tutorial work aimed at establishing skills with various software tools and applications, and case studies techniques.
- **Assignments** directed and self-directed work. This will culminate in the project module where students largely work on their own, or in groups. Also students will be required to take mock exams from each module studied.

21. ASSESSMENT STRATEGIES

- The focus is on the major as whole rather than individual courses.
- The goals and the assessment plan are a product of input and discussion by the entire department.
- The plan is ongoing rather than periodic.

22. EXAMINATIONS

Registration and examination fees must be paid by students. Examination dates will be displayed on the notice board. It is your responsibility to find out the date of your examination and attend at the correct examination location. Please check regularly for changes which may occur at short notice. If you miss your examination and wish to sit at a later date you will have to re-register and pay fees again for your next examination in accordance with the regulations pertaining from time-to-time by the relevant awarding body.

23. GRADING SYSTEM

Grades awarded to students will be in accordance with the regulations set out from time-to-time by the relevant awarding body.

24. CHEATING AND PLAGIARISM

The Academy **WILL NOT TOLERATE** cheating or plagiarism. Any student engaging in cheating or plagiarism will be subject to NED Training Centre's disciplinary procedures,



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including potential expulsion from NED Training Centre. NED Training Centre's definition of 'cheating' includes, but is not confined to, bringing unauthorised material into an examination, communicating with other students during an examination, or seeking to gain an unfair advantage in any other way.

Plagiarism is presenting somebody else's work as your own. It includes: copying information directly from the Internet / Web or books without referencing the material; working with one or more other people on an individual piece of coursework and submitting the joint coursework as your own individual effort; copying another student's coursework; paying someone else to do the work for you.

25. TERMINATING STUDIES

Guidelines for terminating of studies

As a student if you are unable to complete your studies in the current academic year for whatever reason you must inform the NED Training Centre immediately. NED Training Centre will advise you as best it can on an appropriate course of action.

Withdrawal of Student Status

If a student intends to withdraw from the course then she/he is strongly advised to seek advice before doing so. If students are studying in Ireland on a student visa, then they are strongly advised to consult NED Training Centre administration.

All cases for application for withdrawal from a course must be made in writing to NED Training Centre.

Students wishing to apply to change courses must completed NED Training Centre's Course Transfer Request form. Please note that an administration fee is chargeable in relation to all transfers. NED Training Centre may refuse at its discretion to permit a course transfer and shall not be obliged to provided any explanation to the student for sush refusal.

Termination of status as a student

If a student is expelled from the Academy their status as a student shall be terminated.



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26. ACCIDENT REPORTING

All accidents must be reported in accordance with NED Training Centre's Health, Safety and Welfare policies as published from time-to-time. **All students should note** that they are responsible for helping to protect the health, safety and welfare of others as well as contributing to their own health, safety and welfare. In this regard, students need to be both reactive and proactive. Students are expected to immediately report accidents to NED Training Centre administration. In addition they are expected to report potential accidents and hazards.

27. COMPLAINTS

NED Training Centre takes all complaints made against its staff or facilities very seriously. Should you have any problems or complaints please speak to the following staff member:

- Director of Studies (this person has overall responsibility for managing all groups of programmes and lecturers within the NED Training Centre)

If you have any problems or complaints with regard to any other member of the Academy please speak to the following staff members:

- Director
- Office Manager

If you do not know who these people are then please ask in the NED Training Centre reception. Formal complaints need to be submitted in writing and will be dealt with ultimately by the Principal and or the Director of Studies. Student Complaint forms can be obtained from the NED Training Centre reception.

28. EMERGENCY SITUATIONS

NED Training Centre makes every reasonable effort to fully comply with the relevant legislation relating to emergencies, such as fire. In emergency situations, should it become necessary to evacuate the building, alarms should be given. All students must exit NED Training Centre premises quickly and quietly and follow any instructions which



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may be given by NED Training Centre personnel or its authorised agents. **DO NOT WASTE TIME** in collecting personal belonging.

When the emergency situation is over NED Training Centre personnel or their authorised agents will advise when NED Training Centre premises may be re-entered.

29. COMPUTER LABORATORY CODES OF PRACTICE

NED Training Centre assigns login accounts for students from time-to-time. Each student's login account is for their exclusive use. Please be advised that as a student your conditions of use of such accounts include:

- A) Do not attempt to breach the security of any of the computer systems unless it is part of coursework. ANY attempt to breach such security WILL be treated very seriously by the Academy.
- B) Any attempt to breach the security of the main Academy network will be dealt with very seriously.
- C) Do not copy software from the Academy computers. Do not copy data or programs belonging to other students.
- D) By enrolling with NED Training Centre you agree to be bound by the conditions of the NED Training Centre's computing Code of Practice.
- E) You must not install and/or run any software on the network without prior permission from NED Training Centre.
- F) You must obey all instructions given to you by any member of academic or technical staff.
- G) Refrain from making excessive noise.
- H) If you are using a computer that has been booked for class use, please leave it as soon as you are requested to do so by relevant NED Training Centre personnel.
- I) At busy times the computer laboratory staff may logout unattended computers after a short period to free them for other users.
- J) Games must not be played on the computers; peer-to-peer file sharing programs must not be downloaded or installed.
- K) Do not interfere or attempt to interfere with any aspect of the operation of the computer systems.



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- L) Contact the computer laboratory staff if your files are reported as having viruses.
- M) During breaks between classes including lunch times, students are required to vacate their classrooms.

30. SOFTWARE AND DATA

NED Training Centre's policies in relation to software and data comply with the relevant data protection legislation, and require your co-operation in the following matters:

- Do not bring software or data into the NED Training Centre unless you can prove that it can be legally used in this way and that its installation will not affect the NED Training Centre's computing facilities. Remove such software after use.
- Do not use the NED Training Centre software or data for any non-educational or non research purposes without first consulting a member of staff. Most of our licenses prohibit commercial and consultancy work, or require a supplementary fee to be paid.
- Do not copy, or attempt to copy, the NED Training Centre software or data from the computers or networks without authorisation.
- Do not interfere with the files, user areas, printed output, etc belonging to other users.

31. DISCIPLINARY PROCEDURES

Failure to comply with the rules governing the use of the NED Training Centre's computing facilities may result in the temporary or permanent withdrawal of access to the facilities, and a recommendation to proceed through the Academy's disciplinary processes, or both.

Any acts which are set out in legislation as illegal ones may lead to expulsion from the NED Training Centre, depending on the circumstances. Any such expulsion will be in accordance with the NED Training Centre's Disciplinary Procedures.