



Terms, Conditions & Student Code of Conduct

Educational training courses • Governing law: Ireland

The Institute for Counselling & Psychotherapy Studies
ICPS College, Dublin

DOCUMENT TYPE	Student Agreement
INSTITUTION	ICPS College
PROVIDER NO.	PDCD1110 · CPD Standards Office
EFFECTIVE DATE	May 2025 — Reviewed Annually
EDITION	2025 — 2030

1. Introduction and Welcome

These Terms, Conditions and Student Code of Conduct (“Terms”) govern the contractual and educational relationship between the Institute for Counselling & Psychotherapy Studies (“the College,” “ICPS,” “we,” “our,” “us”) and any individual who applies for, enrolls on, or attends one of our educational training courses (“the Student,” “you,” “your”).

By submitting an application, paying any deposit or course fees, signing any enrolment form, accessing the College’s Moodle learning environment, or attending any part of a course (whether in person or online), you confirm that you have read, understood, and agree to be legally bound by these Terms in their entirety.

The College is committed to providing a safe, respectful, professional and effective learning environment for all students. We value diversity, inclusion, and the personal growth of each individual who joins our programmes. In return, the College requires all Students to behave with honesty, integrity and respect at all times, and to engage with their studies in a manner consistent with the ethical standards expected of mental health professionals.

Many of the College’s programmes are Professional Diplomas designed to prepare students for careers in counselling, psychotherapy and related mental health professions. By enrolling on a Professional Diploma, the Student acknowledges that they will be expected to conduct themselves to a standard consistent with professional practice in the field of mental health and wellbeing.

The College reserves the right to update, amend or modify these Terms at any time, with material changes communicated via email or official channels. Continued participation following notification constitutes acceptance of the revised Terms.

2. Enrolment, Eligibility & Application Process

Enrolment on any course offered by the College is subject to the Student satisfying all entry requirements specified for that course, the submission of accurate and complete application information, payment of the applicable deposit and/or course fees within specified timeframes, and acceptance of the Student by the College at the College’s absolute discretion.

The College reserves the right, in its absolute discretion, to accept or reject any application at any stage and is under no obligation to provide reasons for refusal. This discretion is exercised to ensure suitability for professional training programmes and to maintain the quality and integrity of our educational offerings.

The Student warrants that all information supplied during the application and enrolment process is true, accurate, complete, and not misleading. This includes personal details, educational qualifications, professional experience, references and any declarations regarding fitness to practise or relevant criminal convictions. Providing false, incomplete or misleading information may constitute serious misconduct and may result in immediate suspension or expulsion without refund of fees paid.

Certain courses may have specific entry requirements including minimum educational qualifications, relevant work experience or completion of prerequisite courses. The College may require applicants to attend an interview, submit additional documentation or complete assessment tasks as part of the enrolment process. Participation in these processes does not guarantee acceptance.

3. Course Structure and Delivery

The College offers a range of educational programmes including professional diplomas, certificate courses and continuing professional development (CPD) training. Each course has its own structure, duration, assessment requirements and learning outcomes detailed in the course documentation provided upon enrolment. Courses may be delivered through various methods including face-to-face instruction, live online classes via video conferencing platforms, blended learning, self-directed study, practical workshops, supervised placements and group work.

The College is committed to providing high-quality education that meets the standards required by relevant professional bodies and accreditation organisations including the CPD Standards Office and the Irish Counselling & Psychotherapy Association.

4. Moodle Engagement Monitoring & Course Participation

Students are formally advised that all activity on the College's Moodle Virtual Learning Environment will be systematically monitored as part of the College's quality assurance, pastoral care and academic progression processes. Engagement metrics that may be reviewed include, but are not limited to:

- Frequency and duration of logins
- Access to course materials and recorded sessions
- Downloads of learning resources
- Participation in discussion forums
- Submission of formative and summative assessments
- Completion of quizzes and reflective tasks
- Contribution to group activities
- Overall consistency of platform interaction across the duration of the course

Active and sustained engagement with the Moodle platform is a required component of every programme offered by the College and is regarded as a direct indicator of a student's commitment to their professional development.

4.1 Structured Response to Low Engagement

Where engagement data indicates a pattern of low or sporadic interaction with the Moodle platform, the College will follow a structured response. In the first instance, the student will be

contacted by their tutor or programme coordinator to identify any difficulties and to offer pastoral support, signposting to academic resources, or reasonable adjustments where appropriate. Should engagement remain unsatisfactory following this informal intervention, the student will be invited to a formal meeting with senior academic staff to discuss the matter in detail, agree a remedial action plan, and clarify the expectations required for continued participation in the course.

4.2 Disciplinary Outcomes

Where a student fails to demonstrate meaningful improvement following such a meeting, or where engagement data indicates a sustained disregard for the requirements of the programme, the College's formal Disciplinary Policy may be invoked. Outcomes may include, depending on the severity and persistence of the issue, formal written warnings, mandatory additional supervision, suspension from the course, withdrawal from the programme, or, in serious cases, expulsion without refund of fees.

5. Fees, Deposits & Payment Terms

The Student agrees to pay all deposits, course fees, registration fees, examination fees, accreditation fees, materials fees and any other charges as published by the College in course documentation or as otherwise notified in writing. Payment of fees is a fundamental condition of enrolment and continued participation. All fees must be paid in full by the deadlines specified by the College. Students who choose instalment plans remain liable for the full course fee regardless of their continued participation.

Failure to pay fees by the specified deadlines may result in denial of access to classes and learning materials, withholding of certificates and qualifications, suspension from the course, or termination of enrolment. The College reserves the right to charge interest on overdue payments and to pursue debt recovery through appropriate legal channels.

5.1 Non-Refundability

The College invests significant resources in developing and delivering educational programmes, including instructor remuneration, facility costs, learning materials, accreditation fees and administrative support. Once a student enrolls and payment is received, the College commits these resources to that student's education. For this reason, all deposits, part-payments and course fees paid to the College are strictly non-refundable under any circumstances, to the maximum extent permitted by law in Ireland.

The non-refundable nature of all payments applies in all situations without exception, including but not limited to circumstances where the Student changes their mind about pursuing the course, decides the course is not suitable for their needs, fails to attend some or all scheduled classes, experiences personal circumstances that prevent course completion, faces medical issues, encounters work-related conflicts, experiences financial difficulties, is suspended or expelled for misconduct or breach of these Terms, fails assessments, is dissatisfied with the course content or

delivery, disagrees with instructors, experiences technical difficulties, or for any other reason whatsoever.

In the event that course dates are rescheduled, postponed or changed for any reason, students remain liable for all fees paid and no refunds will be issued. The College will work with affected students to accommodate them on rescheduled dates or alternative courses where possible, but this does not create any entitlement to refund. Nothing in these Terms is intended to exclude or limit any mandatory statutory rights that cannot lawfully be excluded under Irish law.

6. Student Conduct, Behaviour & Professionalism

The College requires high standards of conduct and professionalism from all Students at all times. This expectation applies on College premises, at off-site training locations, during College-related activities, in online classes and virtual learning environments, in communications with staff and fellow students, on social media when discussing College-related matters, and during practice placements or supervised clinical work.

6.1 Expected Conduct

Students are expected to model professional conduct consistent with the ethical standards of the counselling and psychotherapy professions. This includes:

- Professional behaviour and demeanour in all interactions
- Ethical behaviour with integrity and honesty
- Respect and courtesy towards others regardless of differences
- Unconditional positive regard and empathy
- Acceptance of diverse perspectives and backgrounds
- A non-judgemental and non-discriminatory attitude
- Appropriate emotional self-management and self-awareness
- Maintenance of confidentiality where required
- Adherence to professional boundaries

6.2 Unacceptable Conduct

Unacceptable conduct includes but is not limited to harassment, bullying or intimidation of any kind; discrimination based on protected characteristics under the Equal Status Acts 2000–2018; aggressive or threatening behaviour; dishonesty or academic misconduct; breach of confidentiality; inappropriate use of social media; attendance at classes while under the influence of alcohol or drugs; and any behaviour that compromises the safety or wellbeing of others.

6.3 Disciplinary Consequences

Depending on the severity of the misconduct, consequences may include verbal or written warnings, mandatory additional training or supervision, suspension from classes or placements,

expulsion from the course without refund, or referral to appropriate authorities where criminal conduct is suspected. Students have the right to appeal disciplinary decisions through the College's formal appeals process.

6A. Official WhatsApp Group Communication Policy

IMPORTANT — THIS SECTION IS OF THE HIGHEST IMPORTANCE AND MUST BE READ AND UNDERSTOOD BY ALL STUDENTS

6A.1 Background and Rationale

This policy has been established following a serious safeguarding incident that occurred within the College community. On a previous occasion, an unauthorised private WhatsApp group was formed by students outside the knowledge or oversight of the College. Within that group, allegations of bullying, inappropriate conduct, and behaviour inconsistent with the professional and ethical standards required of mental health trainees arose. The incident caused significant distress to affected students and undermined the trust, safety, and cohesion of the learning environment.

As a direct result of that experience, ICPS College implemented clear, binding boundaries regarding student communications and group interactions to ensure the safety, well-being, and professionalism of all learners. This policy exists to protect every student and to uphold the duty of care that the College owes to its learning community.

6A.2 Official College WhatsApp Group

The College will create and maintain one official WhatsApp group for each student cohort or programme of study. This group is the sole approved channel for informal peer-to-peer communication among students in connection with their course of study at ICPS College. The official WhatsApp group will be:

- Created and administered by the College at the commencement of each programme
- Monitored at all times by a designated faculty member or programme coordinator appointed by the College
- Subject to the same standards of professional conduct, respect, and ethical behaviour set out in Section 6 of these Terms
- Used solely for course-related discussion, peer support, scheduling queries, and pastoral communication

6A.3 Prohibition on Unauthorised Groups and Communications

No student shall create, join, administer, or participate in any private, unauthorised, or unofficial WhatsApp group, social media group, messaging group, or any other form of group communication channel involving fellow students from their ICPS College programme outside the official College-monitored WhatsApp group.

This prohibition applies to all messaging platforms and social media channels, including but not limited to WhatsApp, Facebook Messenger, Telegram, Signal, Instagram group chats, Snapchat groups, Discord servers, and any other equivalent digital communication platform. The prohibition extends to the full duration of the student's enrolment and applies whether the communication takes place during or outside of class hours.

6A.4 Safeguarding and Welfare Rationale

This policy is grounded in the College's commitment to safeguarding and student welfare. Unmonitored group communications among trainee mental health professionals carry specific risks, including:

- The potential for bullying, exclusion, or intimidation to occur without oversight or recourse

- The risk of breaches of confidentiality regarding client material, personal disclosures made during training, or sensitive group-process content

- The possibility of inappropriate dual relationships or boundary violations developing outside the structured learning environment

- The risk of misinformation regarding course content, assessment requirements, or College policies being circulated without correction

- The potential for group dynamics to develop in ways that are harmful to individual students' mental health, professional development, or sense of belonging within the cohort

The presence of a designated faculty monitor in the official WhatsApp group ensures that any concerns can be identified early, that professional boundaries are maintained, and that all students have access to a safe, respectful, and supportive communication environment.

6A.5 Student Obligations

By enrolling on any programme at ICPS College, the Student agrees to:

- Participate only in the official College-monitored WhatsApp group for course-related group communication with fellow students

- Refrain from creating, joining, or participating in any unauthorised group communication channel involving ICPS College students

- Report immediately to the programme coordinator or a member of the academic staff if they become aware of any unauthorised group being formed or in operation

Conduct themselves within the official WhatsApp group in accordance with the professional and ethical standards set out in Section 6 of these Terms

Respect the confidentiality of all content shared within the official group and not forward, screenshot, or share group content outside the group without the express consent of all parties involved

6A.6 Consequences of Breach

Any breach of this policy will be treated as a serious matter and may constitute misconduct under Section 6 of these Terms. Depending on the nature, severity, and impact of the breach, consequences may include:

A formal written warning placed on the student's academic record

Mandatory meeting with senior academic staff and/or the Head of Academic Standards

Requirement to complete additional reflective work on professional boundaries and ethical communication

Suspension from the programme pending investigation

Expulsion from the programme without refund of fees, in serious or repeated cases

Referral to relevant professional bodies where the conduct raises fitness-to-practise concerns

The College recognises that students may have pre-existing personal friendships or social connections with fellow students. This policy does not seek to prevent private one-to-one communication between individual students. The prohibition applies specifically to the formation of or participation in group communication channels involving multiple ICPS College students that operate outside the official, monitored framework.

7. Attendance, Punctuality & Academic Requirements

The Student is expected to attend all scheduled classes, tutorials, workshops, practical sessions, supervision meetings and assessments on time and fully prepared, unless prevented by genuine and unavoidable circumstances. Attendance is not merely a formality but an essential component of professional training, as students learn not only from instructors but also from peer interactions and group processes.

Students must notify the College as soon as possible if they are unable to attend a scheduled session. Repeated lateness, poor attendance, unexplained absences or failure to engage meaningfully with the course (including digital engagement on Moodle as set out in Section 4 above) may be treated as misconduct and may result in disciplinary action.

The College may set minimum attendance levels for progression through the course or award of certificates and qualifications. Students who fail to meet minimum attendance requirements may be required to repeat portions of the course (which may involve additional fees) or may be withdrawn from the programme.

Students are responsible for completing all assigned work, including readings, written assignments, practical exercises, self-reflection activities and research projects, to the required standard and within specified deadlines. Academic integrity is fundamental to professional education. Students must submit original work and properly cite all sources. Plagiarism, cheating or any form of academic dishonesty will result in serious consequences including potential expulsion without refund.

8. Assessment, Progression & Certification

Assessment methods vary by course and may include written assignments, case studies, practical demonstrations, oral presentations, examinations, reflective journals, portfolio development and observed practice sessions. Assessment criteria and requirements are clearly communicated to students at the beginning of each course.

Upon successful completion of all course requirements, students will receive a certificate or diploma as appropriate. Certificates will only be issued to students who have met all academic requirements, fulfilled attendance and engagement obligations, and settled all financial obligations to the College. The College reserves the right to withhold certification if there are outstanding concerns about a student's fitness to practise, professional conduct or suitability for work in the mental health field, regardless of academic performance.

9. Course Scheduling & Operational Flexibility

The College endeavours to deliver all courses as advertised and according to published schedules. However, the operation of educational programmes requires flexibility to respond to various factors that may affect course delivery. The College reserves the right in its absolute discretion, at any time and for any reason, to make changes to course arrangements, including adjusting start or end dates, rescheduling individual class sessions, changing class times or days, relocating classes, varying the content or structure of courses, modifying the timetable or duration, altering the method of delivery between face-to-face and online formats, replacing tutors, introducing or increasing online or blended learning elements, and combining or splitting class groups.

The College operates courses on the basis that sufficient students enrol to make the course educationally and financially viable. Where enrolment numbers are lower than required, the College may need to adjust course commencement dates. Students will be notified of significant course changes with as much advance notice as practicable. Students acknowledge that course changes do not constitute grounds for refund of any fees paid.

10. Student Rights and Responsibilities

Students have the right to receive quality education delivered by qualified and experienced instructors, to be treated with respect and dignity by all College staff, to access learning materials and resources necessary for their studies, to receive timely feedback on assessments and academic

progress, to raise concerns or complaints through appropriate channels, and to have personal information handled in accordance with data protection legislation.

Students have corresponding responsibilities including engaging actively and professionally with their learning, treating staff and fellow students with respect, meeting all academic, attendance and Moodle engagement requirements, adhering to College policies and procedures, maintaining professional standards of conduct, and contributing positively to the learning community. The College is committed to equality, diversity and inclusion, and will make reasonable adjustments to support students with disabilities or additional learning needs in accordance with the Equal Status Acts 2000–2018.

11. Complaints and Appeals

Students who wish to make a complaint should first attempt to resolve the matter informally by speaking with the relevant instructor or programme coordinator. If informal resolution is not achieved, formal complaints may be submitted in writing in accordance with the College’s separate Complaints Policy & Procedure, which sets out the two-stage formal process available to all learners.

12. Data Protection and Privacy

The College collects, processes and stores personal information about students in accordance with the General Data Protection Regulation (GDPR) and the Irish Data Protection Act 2018. Personal information, including Moodle engagement data, is used for purposes including administration of courses, communication with students, monitoring of academic progress and engagement, assessment and certification, and compliance with legal and regulatory requirements. The College implements appropriate security measures and will not disclose student information to third parties except where required by law or necessary for course administration. Full details are available in the College’s Privacy Policy.

13. Intellectual Property

All course materials including handouts, presentations, recordings, online Moodle content and other resources provided by the College remain the intellectual property of the College and/or the individual instructors who created them, in accordance with the Copyright and Related Rights Act 2000. Students may use these materials for their personal study and professional development but may not reproduce, distribute or publish them without express written permission. Students retain intellectual property rights in their own original work, but by submitting work for assessment grant the College a non-exclusive licence to use that work for educational purposes, subject to appropriate anonymisation.

14. Health, Safety, Insurance & Liability

The College is committed to providing a safe learning environment in accordance with the Safety, Health and Welfare at Work Act 2005. Students are required to comply with all health and safety policies. Students undertaking practical placements must adhere to the health and safety requirements of the placement setting.

Students are strongly advised to maintain appropriate insurance coverage including professional indemnity insurance if undertaking any client work as part of their training. The College accepts no liability for loss or damage to students' personal property. To the maximum extent permitted by law, the College's liability for any breach of these Terms or negligence is limited to the amount of fees paid by the affected student for the relevant course.

15. Governing Law and Final Provisions

These Terms and Conditions are governed by and construed in accordance with the laws of Ireland. Any disputes shall be subject to the exclusive jurisdiction of the Irish courts. If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions shall continue in full force and effect.

16. Amendment of Course Dates & Times

IMPORTANT — THE COLLEGE RESERVES THE RIGHT TO AMEND COURSE DATES AND TIMES, AT ANY TIME, DUE TO EXTENUATING CIRCUMSTANCES

Without prejudice to the generality of Section 9 of these Terms, ICPS College expressly reserves the right to amend, alter, postpone or reschedule the dates and times of any course, class, workshop, supervision session or assessment, **at any time, due to extenuating circumstances.**

Extenuating circumstances may include, but are not limited to: tutor illness or unavailability; venue or facility issues; technical or platform failures; insufficient enrolment numbers; public health restrictions; adverse weather; force majeure events; or any other circumstances beyond the College's reasonable control.

Where course dates or times are amended, the College will notify affected students as soon as reasonably practicable using the contact details provided at enrolment, and will use all reasonable endeavours to minimise disruption to students' learning. In accordance with Sections 5.1 and 9 of these Terms, such amendments do not constitute a breach of these Terms and do not give rise to any entitlement to a refund of fees paid.

By enrolling on any course at ICPS College, the Student confirms that they have read, understood and accepted this provision.

Welcome to ICPS College. These Terms exist not to constrain you but to create the conditions in which transformative professional learning can flourish. By signing on with ICPS College you join a community committed to ethical practice, mutual respect and the highest standards of mental health education.

APPROVED BY

Head of Academic Standards & Accreditations
ICPS College · Dublin, Ireland

DOCUMENT ENDS