



OLLSCOIL NA GAILLIMHE  
UNIVERSITY OF GALWAY

# MSc Human Resource Management

**Programme  
Handbook**

**2024-2025**

## **Programme Director's Welcome**

Welcome / welcome back to University of Galway for what I hope will be a fantastic year for you! I hope that it will be an enjoyable and satisfying year of study for you all. In being accepted for this programme you already have a wonderful reason to start this new chapter with great pride and enthusiasm.

The team of lecturing and administrative staff here in the Discipline of Management very much look forward to working with you and guiding you throughout the year. It is a rigorous and demanding programme that aims to challenge you and thus you can expect that it will be an intense year. Achieving a master's degree at the University of Galway, that is accredited by the Chartered Institute of Personnel Development (CIPD) and aligned with the Society for Human Resource Management (SHRM), in an AACSB accredited Business School should not be easy! You will need to meet the University's high standards for a post-graduate qualification and you will do that through demonstrating learning, knowledge and application in many subject areas. You will also have the opportunity to test yourself within an applied context, during a HR-related internship and applied management report. You will be assessed through teamwork, class presentations, and assignments, all of which precede the submission of a major project report. At the same time, it is a very enjoyable course of study and I think you will be very happy that you have chosen to pursue your learning and development with us.

Attendance is a mandatory requirement of the programme; you must be available to attend full time Monday to Friday (see timetable) and in person and it is important to remember that assessment and content have been designed with that in mind. Balancing your in-college/out-of-college life will be difficult and sacrifices will inevitably have to be made, but it's important to keep in mind that the academic year is very short, and thus, the discomfort that you will sometimes experience, will be short lived.

You are in a wonderfully diverse class made up of different cultures, academic backgrounds, life experiences and stories. Take advantage of the opportunities that offers you. Reach out, from Day 1, and make friends and new connections. Remember that not all of you will be equally stretched all of the time by the same challenges – that's the beauty of diversity. Help each other and find creative ways to learn with and from each other. Develop smart and efficient learning, time management and study strategies early on – this will serve you both

during and after the duration of this programme.

This Programme Handbook provides important information and guidance on various aspects of the MSc Human Resource Management, as well as relevant university policies, services and supports. While every effort has been made to provide accurate and current information in this handbook, policies, regulations, websites and details can change and therefore, where relevant, I ask that you to please check the accuracy of any information at the time of making decisions.

Enjoy the highs, learn from the lows. Be conscious of the gift you've created for yourself by being selected and move forward with courage, heart, confidence and self-belief. I look forward to moving through this chapter with you and will do my best to serve you well. I am grateful to be in a position that enables me to do that.

With very best wishes to you all for the year ahead,

Yours sincerely,

Dr. Fiona Sheridan  
Programme Director



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## 1 SCHOOL MISSION, GRADUATE ATTRIBUTES AND PROGRAMME LEARNING OUTCOMES

The mission of the J.E. Cairnes School of Business & Economics at University of Galway is:

*“Energised by our regional edge on the west coast of Ireland, we are a globally engaged School of Business and Economics for the public good that makes a transformative impact for students, society and business.”*

We champion our core values of **respect, excellence, openness and sustainability**. We intend that these values will reinforce each other and, together, they will enhance our university’s distinctiveness.

<https://www.universityofgalway.ie/strategy2025/ourvalues/>

The attributes, which a successful, fully engaged student can develop while studying at the business school include:

| Knowledge  | Skills  | Disposition   |
|--|---|---|
| <ul style="list-style-type: none"> <li>▪ Academic achievement and expertise</li> <li>▪ Ability to solve new challenges and problems</li> </ul> | <ul style="list-style-type: none"> <li>▪ Able to make sense of complex information from a variety of sources</li> <li>▪ Apply effective decision making to global business problems</li> <li>▪ Identify, analyse and solve applied problems in individual and team-based settings</li> <li>▪ Communication skills in a variety of contexts, styles and media</li> <li>▪ Teamwork, collaboration and effective leadership</li> <li>▪ Creative, enterprising and resourceful</li> </ul> | <ul style="list-style-type: none"> <li>▪ Personal responsibility and a commitment to lifelong learning</li> <li>▪ Valuing of ethical and professional standards, integrity, responsibility and good citizenship</li> <li>▪ Appreciation of the importance of place, identity and culture in a global context</li> </ul> |

### On completion of the programme you will be able to:

- I. Apply effective decision making to global business problems.
- II. Identify, analyse and solve applied problems in individual – and team-based settings.
- III. Examine and critically evaluate the challenges of doing business across national boundaries from the perspective of an individual manager, or organisation.
- IV. Apply knowledge, understanding and competency in a broad range of cross-disciplinary internationally focused fields using theories, concepts and frameworks relevant to contemporary international management.
- V. Critically evaluate and apply tools, techniques or different methodological approaches to investigate pertinent questions, scenarios or cases in an international management context.

## 2 PROGRAMME STRUCTURE: MODULES, CREDITS AND PROGRAMME TIMETABLE

The entire programme consists of a set of modules. All modules in the University of Galway are specified in terms of ECT (European Credit Transfer and Accumulation System). ECTs is a student centred system based on the average student workload required to achieve the learning outcomes at the end. To complete the programme students must successfully complete 90 ECTS. We have designed the programme so that students can choose one of two learning pathways (see Figure 1, below), that will allow them to customise and gear their masters towards their own particular focused career path. This personalisation of the master's offers students an opportunity to tailor the programme to suit their interests and ambitions. See *Figure 1* and *Table 1* below for details.

*Figure 1: MSc Human Resource Management Structure:*



**Table 1: MSc Human Resource Management Programme with learning pathways and module options:**

| Modules                                    | Lecturer / Module Leader        | Module Code | ECTS | HRM (Internship Pathway) | HRM (Consultancy Pathway) |
|--|---------------------------------|-------------|------|--------------------------|---------------------------|
| <b>Semester 1</b>                          |                                 |             |      |                          |                           |
| Employment Relations & Law                 | Dr. Deirdre Curran              | MG6103      | 10   | 10                       | 10                        |
| Human Resource Management in Practice      | Dr. Fiona Sheridan              | MG5131      | 10   | 10                       | 10                        |
| Sustainable HRM                            | Dr. Maeve O'Sullivan            | MG5132      | 10   | 10                       | 10                        |
| Business & Professional Development Skills | Ms. Shona Linehan               | MG5121      | 5    | 5                        | 5                         |
| Critical thinking and analytical skills    | Dr. Lilia Wasserka-Zhurakhovska | MG5141      | 5    | 5                        | 5                         |
| <b>Total Semester 1</b>                    |                                 |             |      | <b>40</b>                | <b>40</b>                 |
| <b>Semester 2 (weeks 1-8)</b>              |                                 |             |      |                          |                           |
| Business & Society                         | Dr. Aine Ni Leime               | MG5113      | 5    | 5                        | 5                         |

|  |                      |                 |    |           |           |
|--|----------------------|-----------------|----|-----------|-----------|
| Digital Business & People Analytics      | Ms. Shona Linehan    | MG5133          | 10 | 10        | 10        |
| Leading Change & Business Transformation | Dr. Fiona Sheridan   | MG5138          | 5  | 5         | 5         |
| Negotiations                             | Marketing Discipline | MK5116          | 5  |           | OPTION    |
| <b>Total Semester 2 (weeks 1-8)</b>      |                      |                 |    | <b>20</b> | <b>20</b> |
| <b>Semester 2 (weeks 9-12)</b>           |                      |                 |    |           |           |
| International Human Resource Management  | Dr. Denise Holland   | MG5142          | 5  |           | OPTION    |
| Project Management                       | Dr. Sinead Mitchell  | MG5130          | 5  |           | 5         |
| <b>Total Semester 2 (Weeks 9 to 12)</b>  |                      |                 |    |           | <b>10</b> |
| <b>Summer term</b>                       |                      |                 |    |           |           |
| Internship & Applied Management Report   | Dr. Sinead Mitchell  | MG5122 / MG5123 | 30 | 30        |           |
| Consultancy Project                      | Dr. Josephine Igoe   | MG5137          | 20 |           | 20        |
| <b>Total Semester 3</b>                  |                      |                 |    | <b>30</b> | <b>20</b> |

Please go to Canvas for the full semester 1 timetable. Semester 2 timetable will be issued in December. Please note that there can be changes to the timetable over the course of the academic year and students will be notified in advance of any such changes.

Students will be assessed using a combination of continuous assessment (including individual and group/team-based work). Assessment methods vary across modules, are set by the respective lecturers and are used to determine the depth, breadth and competency of key knowledge areas.

## 2.1 Registration and Module Selection

Registration for the current academic year closes on 17<sup>th</sup> August 2023. Please see the following link for registration: <https://www.universityofgalway.ie/registration/quick-links/registration-dates/#tab2>

## 3 MARKS AND STANDARDS

To be eligible for the award of the M.Sc. Human Resource Management, candidates must successfully complete (i.e. pass) all modules and thereby achieve a total of 90 ECTS. Detailed examination regulations for Postgraduate Taught Masters Programmes can be found using this web link: <https://www.universityofgalway.ie/registration/>

### 3.1 Grades and Grade Descriptors

#### Percentage Translation

|          |                       |
|----------|-----------------------|
| 80%+     | Exceptional           |
| 70 – 79% | Excellent             |
| 60 – 69% | Very good             |
| 50 – 59% | Good                  |
| 40 – 49% | Satisfactory          |
| 35 – 39% | Fail* - Compensatable |
| <35%     | Fail                  |

|   |  |
|---|--|
| <p><b>First Class Honours 80%+</b></p>    | <p><i>Exceptional</i> performance, engaging deeply and systematically with the question set, with consistently impressive demonstration of:</p> <ul style="list-style-type: none"> <li>• A comprehensive mastery of the subject matter; amply supported by evidence and citation;</li> <li>• Reflecting deep and broad knowledge and critical insight as well as extensive reading;</li> <li>• An exceptional ability to organise, analyse and present arguments fluently and lucidly with a high level of critical analysis;</li> <li>• A highly developed capacity for original, creative and logical thinking.</li> </ul>   |
| <p><b>First Class Honours 70-79%</b></p>  | <p><i>Excellent</i> performance, engaging closely and systematically with the question set, with consistently strong evidence of:</p> <ul style="list-style-type: none"> <li>• A comprehensive mastery of the subject matter, ably supported by evidence and relevant citation;</li> <li>• Excellent ability to organise, analyse and express arguments fluently and lucidly with a high level of critical analysis;</li> <li>• A highly developed capacity for original, creative and logical thinking. Extensive knowledge and understanding of theory and concepts. Ability to demonstrate understanding through use of examples;</li> <li>• An ability to draw on varied aspects of the course and previous studies in answering questions.</li> </ul>                       |
| <p><b>Second Class Honours 60-69%</b></p> | <p><i>Very Good</i> performance, engaging substantially with the question set, demonstrating strong grasp of the subject matter, well supported by evidence and relevant citation, demonstrating:</p> <ul style="list-style-type: none"> <li>• Well-developed capacity to analyse issues, organise material, present arguments clearly and cogently;</li> <li>• Some original insights and capacity for creative and logical thinking.</li> </ul>  |
| <p><b>Second Class Honours 50-59%</b></p> | <p><i>Good</i> performance - intellectually competent answer (i.e., factually sound) with evidence of a reasonable familiarity with the relevant literature and techniques, demonstrating:</p> <ul style="list-style-type: none"> <li>• Acceptable grasp of the subject material;</li> <li>• Ideas stated rather than developed and insufficiently supported by evidence and relevant citation;</li> <li>• Writing of sufficient quality to convey meaning but some lack of fluency and command of suitable vocabulary;</li> <li>• Omission of parts of the subject in question or the appearance of several minor errors;</li> <li>• Average critical awareness and analytical qualities;</li> <li>• Limited evidence of capacity for original and logical thinking.</li> </ul> |
| <p><b>Pass 40-49%</b></p>                 | <p><i>Satisfactory</i> performance – intellectually adequate answer with evidence of some familiarity with the relevant literature and techniques, demonstrating:</p> <ul style="list-style-type: none"> <li>• Basic grasp of subject matter, but somewhat lacking in focus and structure;</li> <li>• Main points covered in answer, but lacking detail;</li> <li>• Some effort to engage, but only a basic understanding of the topic portrayed;</li> <li>• Some development of argument;</li> <li>• Only some critical awareness displayed;</li> <li>• No evidence or relevant citation included in answer;</li> <li>• Appearance of several minor errors or one major error;</li> <li>• Lacking evidence of capacity for original and logical thinking.</li> </ul>            |



|                                     |   |
|-------------------------------------|---|
| <b>Fail* 35-39% - Compensatable</b> | <p><i>Unacceptable</i> performance, with either</p> <ul style="list-style-type: none"> <li>• insufficient understanding of the question displayed</li> <li>• failure to address the question resulting in a largely irrelevant answer</li> <li>• a display of some knowledge of material relative to the question posed, but with very serious omissions / errors and/or major inaccuracies included in answer</li> <li>• or answer left somewhat incomplete for lack of time</li> <li>• limited understanding of question displayed</li> <li>• a random layout / underdeveloped structure - not planned sufficiently</li> <li>• poor analytical skills, with an absence of argument</li> <li>• random and undisciplined development - limited structure</li> <li>• lack of clarity, poor spelling</li> <li>• material of marginal relevance predominating</li> </ul> |
| <b>Fail &lt;35%</b>                 | <p><i>Wholly unacceptable</i> performance, with</p> <ul style="list-style-type: none"> <li>• deficient understanding of the question displayed</li> <li>• complete failure to address the question resulting in an irrelevant answer</li> <li>• inadequate knowledge displayed relative to the question posed</li> <li>• or answer left incomplete for lack of time</li> <li>• very poor analytical skills, with an absence of argument</li> <li>• random and undisciplined development –poorly structured answer</li> <li>• confused expression, poor spelling</li> <li>• irrelevant material predominating</li> </ul>   |

#### 4 DATES FOR ACADEMIC YEAR 2024-2025

**Table 2: Academic Calendar AY2024-2025**

| <b>Academic Calendar AY 2024 2025</b> |  |
|---------------------------------------|--|
| <b>Semester 1</b>                     |  |
| Teaching starts                       | Monday 9th September 2024  |
| End of teaching for Sem. 1            | Friday 29th November 2024  |
| Study Week                            | Monday 2 <sup>nd</sup> December to Friday 6th December 2024  |
| Semester 1 exam period                | Monday 9th December to Friday 20th December 2024   |
| <b>Christmas Holidays start</b>       | Saturday 21st December 2024  |
| <b>Semester 2</b>                     |  |
| Start of teaching                     | Monday 13th January 2025   |
| End of teaching for Sem. 2            | Friday 4th April 2025  |
| <b>Easter</b>                         | Good Friday 19th April to Easter Monday 21st April   |
| Study Week                            | Monday 11th April to Friday 17th April 2025  |
| Semester 2 exam period                | Monday 22nd April to Wednesday 9th May 2025  |
| Internship Pathway                    | March 18 <sup>th</sup> to July 26 <sup>th</sup> 2025. <b>Note!</b> Please consult with Brid's <i>Internship Document</i> for more detail on cut-off and other dates aligned to the phased internship process, from pre-employment to employment. |
| Autumn Repeat Exams                   | Tuesday 5th to Friday 15th August 2025   |
| <b>Holidays</b>                       | Easter: Good Friday 18th April to Easter Monday 21st April 2025<br>Bank Holidays: Monday 28th October 2024 / Monday 3 <sup>rd</sup> Feb 2025/<br>Monday, 17th March 2025 / Monday 5th May 2025/ Monday 2nd<br>June 2025 / Monday 4th August 2025 |

\* Please check each module for assessment details – not all modules will have end of year examination as some modules will be 100% continuous assessment

## 5 ATTENDANCE REQUIREMENTS

The MSc in Human Resource Management is a full-time, on campus programme of study. Attendance is mandatory, requiring students to be available to attend all classes, project work, and any additional course activities and events (e.g. seminars, workshops) from Monday to Friday during term time. The programme spans one academic year [9<sup>th</sup> Sept 2024 to 26<sup>th</sup> July 2025].

Students are expected to attend **all** lectures and programme events. In line with University policy, attendance will be taken in lecture classes and events. If you cannot attend a particular class or programme event you should contact the module coordinator/lecturer or event organiser in advance (where possible). In the exceptional circumstance [for example illness] where a student is unable to attend college for periods during semester, this must be approved through the School Office and the Programme Director must be kept informed. Successful completion of the programme is dependent on students attending.

## 6 CANVAS (VIRTUAL LEARNING ENVIRONMENT) AND EMAIL COMMUNICATION

The platform, Canvas, is the virtual learning environment that lecturers will use to support teaching and learning. It will be used to provide you with subject materials as well as to facilitate undertaking some assessments where appropriate (for example, you may be asked to submit assignments via Canvas).

It is important that you regularly check Canvas and your University of Galway email. Lecturers will communicate with you using Canvas e.g. subject announcements and you may receive notifications via your University of Galway email. If needed, lecturers will also contact you directly by email and typically it is your University of Galway email address that will be used. ***Please check your University of Galway email regularly.***

## 7 PLAGIARISM POLICY

### 7.1 What is Plagiarism?

Plagiarism is the act of copying, including or directly quoting from, the work of another without adequate acknowledgement. The submission of plagiarised materials for assessment purposes is fraudulent and all suspected cases will be investigated and dealt with appropriately by the University following the procedures outlined here and with reference to the Disciplinary Code.

All work submitted by students for assessment purposes is accepted on the understanding that it is their own work and written in their own words except where explicitly referenced using the accepted norms and formats of the appropriate academic discipline.

Whilst some cases of plagiarism can arise through poor academic practice with no deliberate intent to cheat, this still constitutes a breach of acceptable practice and requires appropriate investigation and action.

*Intentional* plagiarism is the clear intent to pass off another person's work or ideas as your own for your own gain. *Unintentional* plagiarism may occur if you do not understand the appropriate way to acknowledge the source of ideas and information incorporated into your work. If you are unsure of the acceptable methods of acknowledgment you should consult with your lecturer or the library staff. Proven plagiarism is a very serious matter which may result in severe disciplinary action and/or exclusion from the University.

## 7.2 Code of Practice for Dealing with Plagiarism

It is your responsibility to avoid plagiarism, intentional or unintentional, by submitting work as your own that is the work of others or created by GenAI (University Academic Integrity Policy). A member of teaching staff who suspects that a submitted piece of student work may be plagiarised (intentional and/or unintentional) notifies the plagiarism adviser in the J.E. Cairnes School of Business & Economics. A short report including a copy of the suspected example and any evidence for plagiarism is forwarded to the plagiarism adviser. The plagiarism adviser conducts an investigation of the alleged plagiarism, firstly determining whether it represents a “minor” or “major” offence. Depending on the severity of the case, penalties may be applied. **IMPORTANT:** Students should familiarise themselves with the University Galway code of practice on plagiarism available at, <https://www.universityofgalway.ie/media/registrar/docs/policiesmay2023/QA220-Academic-Integrity-Policy-v2.0-Sept-2023.pdf>, which details the penalties that can be applied. Please note, in some cases, the application of penalties can result in the student being in a position where they cannot successfully complete the Masters Programme.

It is a policy of the Management Discipline for all students to submit their written assignments through **Turnitin** (where appropriate), which is a plagiarism detecting software. More information and guidance will be provided with respect to plagiarism in class as part of your Programme.

## 8 CITATION AND REFERENCING

You must cite and reference other’s work and ideas if you are using it in your work. Each discipline has its own method of referencing. The Management Discipline typically uses the Harvard Style Referencing System. The Harvard Style Referencing System is known as the ‘author-date’ system and information on Harvard Style Referencing (among other citation styles) can be found using the following web link to the University of Galway library:

<https://libguides.library.nuigalway.ie/Plagiarism/Referencing>

## 9 MANAGEMENT DISCIPLINE POLICY ON GROUP WORK

As part of some modules on your Programme, you will be required to work in a group for module assessments. Employers have reported that being an effective and efficient team-player is an essential skill in the workplace and as a result group or team-based work is a major component of the Masters programme

The Management Discipline has developed a policy to improve the experience and outcomes for students with respect to working in teams on the MSc Human Resource Management Programme. This policy will help you develop skills to work effectively as part of a team.

The policy document is included in **Appendix 3** of this Programme Handbook and you should read it carefully.

To summarise this policy: It is mandatory for every team member to actively participate in, contribute to and engage in their assigned group. Your participation in a group will be subject to peer-review and this will be conducted using the online application, *Teammates*. You may incur a deduction in your marks for a particular assignment if you are found not to have fully contributed to your group in undertaking this assignment.

## 10 PROCEDURE FOR COMPLAINTS

Complaints about a particular module should, in the first instance, be discussed with the module coordinator/lecturer responsible for the module. In the event of unsatisfactory resolution, you should speak with the Programme Director. Class representatives will be elected by the students and you can also communicate to Faculty via the class representatives.

## 11 APPEAL POLICY

Appeals in relation to examination results are governed by the Examinations Office and the following procedures apply. The student should contact the School Office and will be asked if they are requesting a *check* or an *appeal*.

A *check* is to ensure that all parts of the examination have been marked and that no errors occurred in the recording, collating or combining of marks which determined the result.

An *appeal* is based on three grounds: evidence of substantive irregularity in the conduct of the examination; the mark awarded was incorrect or inappropriate; or there are circumstances which the Examinations Board was not aware of when its decision was taken.

Details of the appeals process can be obtained at:

<https://www.universityofgalway.ie/exams/results/appeals/>

## 12 DEFERRAL POLICY

Sometimes circumstances arise and a student wishes to apply to defer some of his/her assessments and/or formal examinations during the academic year. If such circumstances arise, we recommend that you speak with the Programme Director for more guidance. More information on deferrals is provided in the following web link:

<https://www.universityofgalway.ie/exams/timetable-advice/deferrals/>

## 13 CONTACTING STAFF

For general administrative queries you should contact the Management Discipline administrator. For queries on specific modules you should contact the module co-ordinator or lecturer for the specific module.

Cathy Melia  
Discipline Administrator  
091 493771

[mscmanagement@universityofgalway.ie](mailto:mscmanagement@universityofgalway.ie)

Dr Fiona Sheridan  
Programme Director

[fiona.sheridan@universityofgalway.ie](mailto:fiona.sheridan@universityofgalway.ie)

## 14 UNIVERSITY RESOURCES, SERVICES AND SUPPORTS

These are a few of the resources that are available to help you with your academic challenges! Please check the relevant websites as details provided below may change over the course of the year.

### 14.1 Library

The Library is now open from 8:30am-5.30pm Monday-Friday. **Study spaces** must be reserved in advance via our booking system: <https://universityofgalway.libcal.com/r/new>

The opening hours are subject to change but can be checked at the following website:

<http://www.library.nuigalway.ie/about/openinghours/>

Students who are unfamiliar with the James Hardiman library should attend the library tour. These are conducted often during the first weeks of the first term and you are expected to engage in the campus tours by making your own appointments that suit you. You can sign up for a tour at the information desk in the front of the library.

There are specialised training sessions available to faculty and students. You can sign up for these on-line at the following website.

Kristopher ('Kris') Meen and Fiona Quinlan are part of the Research and Learning (Academic Skills Team) in the Library. You can contact Kris by phone (091-493564) or e-mail ([kristopher.meen@universityofgalway.ie](mailto:kristopher.meen@universityofgalway.ie)). You can contact Fiona by phone (091-493945) or e-mail ([fiona.quinlan@nuigalway.ie](mailto:fiona.quinlan@nuigalway.ie)). Along with training conducted for all students that will be conducted as part of Business Research Skills, they are happy to provide individual information and assistance related to your research.

### 14.2 Academic Writing Centre (AWC)

The AWC is a service available for **all students** to help them with their written work. You can stop in during their opening hours, make an appointment to talk to an AWC tutor, attend group workshops and/or enrol for an online course. The AWC is located on Floor 2, in the James Hardiman Library.

|   |  |
|---|--|
| Location  | 2 <sup>nd</sup> floor, James Hardiman Library  |
| Semester time hours<br>( <i>please check website link for any changes</i> ) | Monday: 18:00 - 20:00<br>Tuesday: 11:00 - 13:00 and 18:00 - 20:00<br>Wednesday: 11:00 - 13:00 and 18:00 - 20:00<br>Thursday: 11:00 - 13:00 and 16:00 - 18:00 |
| Website   | <a href="http://www.library.nuigalway.ie/awc/">http://www.library.nuigalway.ie/awc/</a>  |

### 14.3 Computer Facilities & ISS

There is computer suite for Management masters students located in the Cairnes Building. There are many wireless hotspots throughout the Cairnes Building and on campus. The locations can be found on the website.

<https://www.universityofgalway.ie/buildings/maps/>

Information Solutions and Services (ISS) provide user support for IT problems. You will be asked for your University of Galway student ID number.

|                     |   |
|---------------------|---|
| Location            | Main floor, James Hardiman Library  |
| Semester time hours | Monday-Friday: 0915 - 1700<br><br>(It is best to 'log a call' using the following weblink:<br><a href="https://www.universityofgalway.ie/information-solutions-services/services-for-students/">https://www.universityofgalway.ie/information-solutions-services/services-for-students/</a> |
| Website             | <a href="https://www.universityofgalway.ie/information-solutions-and-services/">https://www.universityofgalway.ie/information-solutions-and-services/</a>   |
| e-mail              | <a href="mailto:servicedesk@universityofgalway.ie">servicedesk@universityofgalway.ie</a>  |
| phone               | 091-495777  |

#### **14.4 SID (Student Information Desk)**

SID is a 'one-stop' shop for important student information including:

- Replacement ID
- Parking
- Exam transcripts
- Thesis submission advice
- Change of name/address
- Validation and stamping of forms
- Course withdrawal
- NUIG statements concerning attendance, registration

|                     |   |
|---------------------|---|
| Location            | Ground floor, Aras Ui Chathail  |
| Semester time hours | Monday- Friday: 0900-1230 & 1400-1600   |
| e-mail              | <a href="mailto:sid@universityofgalway.ie">sid@universityofgalway.ie</a>  |
| phone               | 091-495999 (mornings only)  |
| Website             | <a href="http://www.nuigalway.ie/student-information-desk/">http://www.nuigalway.ie/student-information-desk/</a> |

#### **14.5 Student Services**

There are many support services available to students through the Students Unions and the University.

##### **14.5.1 Student Counselling Service**

If you are feeling under pressure in your personal and academic life, and you want to talk to someone who is not involved with this programme, consider the Student Counselling Service. There are drop-in sessions Mondays, Wednesdays and Fridays from 2pm to 4pm at 5 Distillery Road. If you need more help, they try to organise on-going counselling (about six sessions).

The service is located at 5 Distillery Road (near the AIB bank on Newcastle Road). You can contact them at 091- 492484 or email [counselling@universityofgalway.ie](mailto:counselling@universityofgalway.ie)

More information can be found at this web site: <https://www.universityofgalway.ie/counsellors/>

### 14.5.2 Housing

To find suitable housing or to find out about tenants' rights, contact the NUI Galway Accommodation Office.

|              |   |
|--------------|---|
| Location     | Ground floor, Aras Ui Chathail  |
| Office hours | Monday- Friday: 1000-1245 & 1415-1645   |
| website      | <a href="https://www.universityofgalway.ie/student-life/accommodation/">https://www.universityofgalway.ie/student-life/accommodation/</a> |

### 14.5.3 Disability Support Service/Access Centre

University of Galway positively values the participation of students who have a disability, illness or specific learning challenge and promotes a university experience of the highest quality for all students.

The Disability Support Service promotes inclusive practices throughout the campus community and is committed to the provision of an equitable learning environment that will enable all students to become independent learners and highly skilled graduates.

|              |  |
|--------------|--|
| Location     | The Disability Support Service is located on the first floor of Áras Ui Chathail, Room AUC1004.  |
| Office hours | Monday- Friday: 0930-1230 & 1430-1600  |
| e-mail       | <a href="mailto:disabilityservice@universityofgalway.ie">disabilityservice@universityofgalway.ie</a>   |
| phone        | 091-492813 (general queries)   |
| website      | <a href="https://www.universityofgalway.ie/disability/">https://www.universityofgalway.ie/disability/</a><br><a href="http://www.nuigalway.ie/disability/support/">http://www.nuigalway.ie/disability/support/</a> (provides the range of supports available including exam supports, assistive technology, social and emotional supports etc.). |

#### 14.5.4 Sports and Recreation Unit

University of Galway recognises the relationship between academic performance, health and wellbeing and in support of this the Sport and Recreation Unit has a mission to promote participation in sport and physical activities by all students and staff and to support higher standards of performance in sport and physical activity for elite sports individuals and teams within University of Galway.

|         |   |
|---------|---|
| e-mail  | <a href="mailto:ellen.kelly@universityofgalway.ie">ellen.kelly@universityofgalway.ie</a>  |
| phone   | 091 493482  |
| website | <a href="https://www.universityofgalway.ie/sports/">https://www.universityofgalway.ie/sports/</a><br>Sports Centre is: The Kingfisher Club<br><a href="https://universityofgalway.kingfisherclub.com/nui-galway-8k-walkrun-2016/">https://universityofgalway.kingfisherclub.com/nui-galway-8k-walkrun-2016/</a> |

#### 14.5.5 Health Unit

The Student Health Service provides on-campus medical and psychiatric care to full time registered students of the University in a confidential, professional and courteous manner.

- GP service - illness treatment (if you have an ongoing medical condition ideally you should stay with your own doctor).
- Family Planning
- Ante Natal Care
- Emergency Contraception
- Women's Health, Contraception

#### 15 TRAVEL ADVICE AND VACCINATIONS

- Psychiatric Referral service. A psychiatrist attends weekly
- Hospital & Consultant referral service
- Physiotherapy Services

|          |   |
|----------|---|
| Location | Upstairs, Aras na MacLeinn  |
| Hours    | 0915-1230 and 1430-1630   |
| phone    | 091-492604  |
| website  | <a href="https://www.universityofgalway.ie/health_unit/">https://www.universityofgalway.ie/health_unit/</a> |

#### 15.1.1 Safe Campus

University of Galway has an initiative on campus #SafeCampus. It is a new initiative that will pull together and centralise Events, Policies, Programmes and Advice on keeping safe while at university. The #SafeCampus campaign aims to communicate a number of support areas:

- Smart Consent – University of Galway's Sexual Health and Support Initiative: Research, Workshops and Campaigns
- Home and Personal Safety
- Students' Union Campaigns and Involvement on safety
- Smoke Free Zones



- Sustainable Campus
- Pre-departure overseas training for Students

<https://www.universityofgalway.ie/safecampus/>

### 15.1.2 Career Development Centre

Career Development Centre offers practical assistance about career options, further study, internships, opportunities abroad and much more. There are CV and LinkedIn clinics. Their website provides information about interview questions, recruitment agencies, assessment centres, psychometric testing and much more.

|          |   |
|----------|---|
| Location | 1 <sup>st</sup> floor Arts/Science Building (Go in the Bank of Ireland entrance. Walk along the main corridor. Turn left after the Dillon lecture theatre. It is the last door on the left. Hard to find but worth the effort!) |
| Hours    | Monday-Thursday 0900-1700; Friday 1100-1700   |
| e-mail   | <a href="mailto:careers@universityofgalway.ie">careers@universityofgalway.ie</a>  |
| phone    | 091-493589  |
| website  | <a href="https://www.universityofgalway.ie/careers/">https://www.universityofgalway.ie/careers/</a>   |

## 15.2 Other University Opportunities

Clubs, societies and volunteer opportunities can help to keep you socially active while you study. They also can make your CV more interesting!

### 15.2.1 Societies

There are 85 societies with something for everyone. As part of a society, you can learn new skills, explore your interests, create a community of friends with similar interests and goals and of course have great fun. Look out for the ‘Societies’ Day’ at the beginning of the first semester. You can also pick out the societies that interest you and send them an e-mail, go to one of the meetings or visit the SocBox.

|          |  |
|----------|--|
| Location | SocBox, the Hub, Aras na Mac Leinn                                     |
| Hours    | Monday-Friday 1000-1800 during term                                    |
| e-mail   | <a href="mailto:socsboxsocs@nuigalway.ie">socsboxsocs@nuigalway.ie</a> |
| phone    | 091-492852   |
| website  | <a href="https://socs.nuigalway.ie/">https://socs.nuigalway.ie/</a>    |

### 15.2.2 Volunteering

The Community Knowledge Initiative (CKI) fosters community university partnerships that aim to promote the principles and practices of civic engagement and democracy.

Become an 'ALIVE' volunteer! These are the steps:

Step 1: Find the best volunteer opportunity for you! View over 220 volunteer opportunities on the ALIVE Database and sign up online

Step 2: The organisation will be in touch and you can start volunteering!

Step 3: Link in with ALIVE for supports to make you volunteering experience the best it can be.

Step 4: Celebrate! Apply for the University of Galway Presidential Award for Volunteering from the President, the ALIVE Certificate

|          |  |
|----------|--|
| Location | The Hub, Aras na Mac Leinn   |
| Hours    | Monday-Friday 1400 - 1700 during term  |
| e-mail   | <a href="mailto:studentvolunteering@universityofgalway.ie">studentvolunteering@universityofgalway.ie</a> ;<br><a href="mailto:Lorraine.tansey@universityofgalway.ie">Lorraine.tansey@universityofgalway.ie</a> |
| Facebook | <a href="http://www.facebook.com/alive.universityofgalway">www.facebook.com/alive.universityofgalway</a>   |
| phone    | 091-495346   |