



## MIC Customer Charter

### **Purpose of the Customer Service Charter**

Mary Immaculate College is committed to fulfilling its mission in adherence to the highest standards of quality customer service befitting a university-level higher education institution and a publicly-funded body. The main beneficiaries of the College's mission are its students and a specific charter of service circumscribes its commitments to the student body in the form of the *MIC Learning Partnership & Dialogue Charter*, which stipulates mutual expectations shared by the parties.

This Charter sets out the standards of service we aim to provide to our broader spectrum of stakeholders and is based on our institutional values, recognised standards of public service excellence and the commitments MIC has made to its stakeholders through its mission, vision and strategic plan. Like the *Learning Partnership & Dialogue Charter* this Charter is intended to be a live document and will be revised periodically on foot of emerging best practice as well as regular processes of consultation and reflection.

### **Commitment to Service Quality**

We are committed to providing a quality service to all stakeholders. The commitment to service quality is stated in our Mission, as well as the Vision and Values Statement set out in our Strategic Plan (*A Flourishing Learning Community*) as follows:

#### **Mission**

Mary Immaculate College, Limerick, founded in 1898, is a third level Catholic College of Education and the Liberal Arts.

The College community promotes excellence in teaching, learning and research at undergraduate and postgraduate levels. It seeks to foster the intellectual, spiritual, personal and professional development of students within a supportive and challenging environment that guarantees the intellectual freedom of staff and students.

In particular, the College seeks to foster in its students a spirit of justice and compassion in the service of others, together with an openness to the religious tradition and values of each individual.

The College promotes a sense of identity enriched by an awareness of its Catholic tradition, the cultures, languages and traditions of Ireland and its special commitment to the Irish language.

Mary Immaculate College respects cultural diversity. It strives to promote equity in society and to provide an environment where all have freedom and opportunity to achieve their full potential.

## **Vision & Values**

### **Our Vision**

Based on the direction and pace of development at MIC during the most recent period of the College's history, a keen appreciation of our essential standing within the Irish higher education system, and with a keen sense of the opportunities for further strategic advancement of our core mission, our vision for the institution in 2023 is as follows -

MIC is an ambitious university-level institution, providing a unique learning experience within an ideal ambience for higher education participation. It is active in research that informs its teaching directly, and contributes richly to academe. The College is outward looking, with strengthened international linkages, and is a resource placed purposefully at the heart of the civic commons. It is an active and innovative contributing partner in the economic, social and cultural development both of its surrounding environs and of the broader Irish educational landscape, helping, in particular, to sustain the vital spirit of collaboration within the higher education system.

The College endeavours to offer its students the means to a flourishing life through the highest quality of academic engagement within a rounded and holistic context of participation. The College calls upon its learning community to make a difference in the broader world, bearing in mind a received obligation to galvanise efforts to foster social justice and promote equality for the most marginalised.

### **Our Values**

- Academic Freedom
- Community

- Cooperation
- The dignity of the human person
- Equality and Diversity
- Ethical conduct
- Excellence
- Fairness
- Fidelity to the Catholic ethos and Intellectual Tradition
- Friendliness
- Inclusion
- Integrity
- Irish language and culture
- Learner-centric modes of educational participation
- Partnership
- Pluralism
- Pursuit of Truth
- Quality
- Respect
- Social Justice
- Trust

### **Strategic Plan**

Our Strategic Plan, *A Flourishing Learning Community*, is enabled by the following **cross-cutting strategies**:

- Focus on the Learner
- Provide Resources Effectively and Sustainably
- Quality Assurance
- Work in Partnership
- Subsidiarity of Decision-Making

These cross-cutting enabling strategies galvanise all 7 Strategic Pillars of our plan, ensuring cohesiveness and consistency of implementation.

The **7 Strategic Pillars** are:

1. Catholic Heritage & Values
2. High Quality, Whole-Student Experience
3. Research Culture
4. Community Belonging
5. Global Outlook
6. Professional Infrastructure
7. Ethical Governance & Connected Leadership

### **About MIC**

We are committed to providing a quality service to all stakeholders. The core principles that support all of the activities carried out by MIC, both strategic and operation, are that all services should be provided in a courteous, timely and informative fashion, to the highest standard of quality, and with a pervasive and tangible commitment to the public good.

MIC is a publicly-funded body, situated within the schedule of designated higher education institutions and accountable for its governance and performance to an independent Governing Authority, the Board of the Higher Executive Authority and the Minister for Further & Higher Education, Research, Innovation & Science.

The College has adopted the *Code of Governance of Irish Universities* and is subject to statutory provision prescribing the operations of Irish publicly-funded bodies.

### **Core Activities**

The core activities of the College are:

#### **Provision of Higher Level Learning through**

- Full-time and part-time academic higher education programmes on the QQI framework of qualifications, between Level 8 and Level 10, accredited by the University of Limerick under the Quality & Qualifications Act, 2012, as well as by various relevant national professional accreditation bodies;
- Educational access pathway programmes, and,
- Continuing Professional Development (CPD) programmes, including programmes accredited under the QQI framework in partnership with provider bodies.

#### **Knowledge Transfer to Stakeholders through**

- Research engagement and dissemination;
- Innovation activities ;

- Knowledge formation and transfer through partnership and consultancy services of of the College and its staff (subject to properly constituted Copyright and IP protocols).

### **Our Primary Stakeholders**

- Students, including applicants for entry, enrolled students and Mary Immaculate College Students Union (MISU);
- Staff (Full-time and part-time, permanent and specific purpose);
- Our neighbouring communities;
- Parents (of applicants for entry, enrolled students and of Alumni);
- Alumni;
- Department of Further & Higher Education, Research, Innovation & Science;
- Department of Education ;
- The University of Limerick;
- The Higher Education Authority;
- The Teaching Council;
- The Psychological Society of Ireland;
- Quality & Qualifications Ireland;
- Local and Regional Government and Local and Regional Governance organisations across all sectors;
- Local Industry, Business & Community Organisations.
- Other HEIs;
- Development Agencies;
- Primary and post-primary schools and early childhood education providers (and their respective representative bodies and associations);
- Education & Training Boards.

### **Contact by Telephone**

#### **If you contact the College by telephone or email we will endeavour to:**

- Answer your call as promptly as possible;
- Give you our names and our areas of work when we answer your phone call;
- Be courteous and helpful to you at all times;
- Endeavour to answer your query in full, and, if we cannot do so immediately, refer your query to a more relevant colleague, section or department, taking your details and arranging for a call back to you as soon as possible;
- Respond to all voicemail messages promptly.
- Leave an appropriate voice mail message when out of the office.

### **Written Correspondence**

#### **If you send us a letter, e-mail or fax we will endeavour to:**

- Acknowledge your correspondence immediately and to revert to you with a response to your specific query or item of interest as soon as possible.

### **Visitors**

#### **If you visit us in person we will:**

- Welcome you;
- Treat you with courtesy, respect your privacy and be fair in our dealings with you;
- Endeavour to answer your query in full, and, if we cannot do so immediately, refer your query to a more relevant colleague, section or department, taking your details and arranging for a call back to you as soon as possible;
- Treat you in an orderly fashion and as promptly as possible;
- Meet you at the agreed time if you have an appointment;
- Endeavour to provide appropriate facilities for meetings;
- Strive to keep our campus clean and tidy, ensuring that they meet the highest health and safety standards at all times.
- Do our best to meet your needs as quickly and as appropriately as possible in the event of emergencies.

### **Provision of Information**

- We will strive to provide comprehensive and up-to-date information on our policies and services both on our website and in print format in transparent and simple language.
- We will ensure that our prospectus, application forms and information leaflets regarding our courses are up-to-date, simple and easy to understand.

### **Equality / Diversity**

- We are committed to providing a service to all of our stakeholders , including our campus community and all other customers, that upholds their rights to equal treatment and equality of opportunity and participation as established by equality legislation, and with reference to best practice in equality proofing quality service delivery and our policies for equality, diversity, inclusion and interculturalism;
- We will aim to ensure that our services and facilities are accessible to all our stakeholders, including those with special needs, in alignment with legislative requirements and in accordance with the importance we place on equality, diversity, inclusion and due observance of inter-cultural practices in this context;
- MIC strives to create diversity and recognises the positive outcomes of a diverse student and staff mix.

### **Service through Irish**

- We will make every effort to accommodate our stakeholders who wish to conduct their business through Irish.

- We will meet our other commitments under the Official Languages Act 2003.

### **Problems/Issues/Difficulties**

The College is committed to listening to our students, staff, visitors and all other stakeholders within a partnership culture and with an assurance that problems, issues and difficulties encountered in engagement with our services, including complaints, will be a priority for us and that any person conveying such issues to us will be treated with the utmost of courtesy and respect. Should you have an issue about the quality of the services or the manner in which they are delivered and you wish to discuss it further please contact the relevant department manager or mail [info@mic.ul.ie](mailto:info@mic.ul.ie).

### **Consultation and Feedback**

We welcome your comments and suggestions on this Charter and on how we can improve our service in the future. The most convenient way in which to do so is to email [info@mic.ul.ie](mailto:info@mic.ul.ie) but visits or phone calls to our Main Reception are also welcome (353 61 204300).

### **Review**

We will measure and evaluate our performance against the commitments in our Charter, with reference to our mission, vision and values as well as to our Strategic Plan.

We will report on our performance in our Annual Report which will be available on our website: [www.mic.ul.ie](http://www.mic.ul.ie)

### **Help Us to Help You**

You can help us to provide you with a high quality service by:

- Treating our valued staff respectfully and courteously, as you would wish to be treated yourself.
- By offering comments or suggestions about the service you receive.
- By quoting any relevant reference number in all communications with us.
- By completing all forms fully and accurately, by signing them and by ensuring that they are received at the intended office or department by the required date.
- By requesting, in good time, the service required and by exercising patience where unintended delays arise.