

The Freedom of Information Acts 1997 and 2003
A Guide to the Royal Irish Academy of Music

Section 15

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Overview of the Freedom of Information Acts 1997 and 2003

The main objective of the Act is to foster and develop a culture of openness, transparency and accountability in public bodies. The Act is designed to allow public access to information held by public bodies which is NOT routinely available through other sources. Access to information under the Act is subject to certain exemptions and involves specific procedures and time limits.

The Act establishes three new statutory rights:

- A legal right for individuals to access information held by public bodies; (section 6 of the Act)
- A legal right for individuals to have official information relating to him/herself amended where it is incomplete, incorrect or misleading: (section 17 of the Act).
- A legal right to obtain reasons for decisions affecting oneself. (section 18 of the Act).

The Act asserts the right of individuals to obtain access to official information to the greatest extent possible consistent with the public interest and the right to privacy of individuals.

The following information comes within the scope of the Act:

- All records relating to personal information held by the Academy irrespective of when created
- All records held by the Academy which were created after the commencement date of the Act i.e. 21st April, 1998
- Any records created prior to the commencement date of 21st April 198 if these records are necessary to understand records created after the commencement date
- Personnel records of serving staff created from 21st April 1995 and those created prior to the date where being used or proposed to be used in a way which adversely affects or may affect the person involved.

Section 15 and 16 of the Act requires public bodies to publish and make available certain information relating to their operation.

Section 15.

In accordance with Section 15 of the Act the purpose of this guide is to facilitate access to official information held by the Academy by outlining the structure and functions of the Academy, details of the services and activities of the Academy, information on the classes of records it holds and information on how your rights may be exercised under the Act. This publication is called 'The Freedom of Information Act 1997 and 2003 Royal Irish Academy of Music Policies and Procedures'. It is available on the Academy's website at www.riam.ie. A printed version is also available from the Secretary's office.

Section 16.

Section 16 of the Act requires the Academy to publish: 'the rules, procedures, practices, guidelines and interpretations used by the body, and an index of any precedents kept by the body for the purpose of decisions, determinations or recommendations, under or for the purpose of any enactment or scheme administered by the body with respect to rights, privileges, benefits, obligations, penalties or other sanctions to which members of the public are or may be entitled to subject under the enactment or scheme and appropriate information in relation to the manner or intended manner of administration of any such enactment or scheme'. This publication is called 'The Freedom of Information Act 1997 and 2003 Royal Irish Academy of Music Policies and Procedures'. It is available on the

Academy's website at www.riam.ie. A printed version is also available from the Secretary's office.

Information Available

The Academy is committed to making relevant information available routinely and to conduct its business in an open, transparent and accountable manner. Therefore, where feasible, it will make as much information as reasonably possible available outside the formal procedures of the Act. Sections 2 and 3 of the guide contain lists of information available and classes or records held in each Office of the Academy. Please contact the relevant address or the Secretary's Office where you will be advised whether the information you require can be provided to you directly or whether you will have to make a formal FOI request.

Applications for Information under the Act

Making an application under the act

Requests for information under the Act should normally be in writing where possible. In preparing your request, you should follow these guidelines:

- State that your request is made under the Freedom of Information Act 1997 and 2003
- State clearly that your request refers to one or more of the following:
 - a) an application to access records (Section 7)
 - b) an application for access to reasons for decisions which affect you (Section 18)
 - c) an application to have personal information corrected (Section 17)
- Provide sufficient information to enable Academy staff to identify the records requested.
- State any preference you have regarding the format in which the records are to be supplied e.g. photocopies, computer disk etc.
- Provide full personal contact details.
- You may use the form entitled 'application for Information under the Freedom of Information Act' which is available from the Secretary's Office, local libraries and in the Freedom of Information public information leaflet. This form can be downloaded from the website. You can also email your request to the Secretary's Office
- You may be required to prove your identity when seeking personal information. Examples of acceptable identification: Birth Certificate and/or Driving Licence, Passport or other form of identity.

Applications for access to information under the Act should be directed to the:

Secretary's Office

RIAM

36/38 Westland Row

Dublin 2

Tel: +353-1-6764412/3

Fax: +353-1-6622798

Email: dorothyshiel@riam.ie

Fees

Requests for records

- A standard application fee of €15 must accompany an FOI request under section 7 for a record or records containing non-personal information.
- A reduced fee of €10 applies if the person making such a request is covered by a medical card
- The following requests/applications are exempt:
 - (a) a request under section 7 for a record or records containing only personal information related to the requester
 - (b) an application under section 17 (right of amendment of records relating to personal information)
 - (c) an application under section 18 (right of person to information regarding acts of public bodies affecting the person)

Internal Review

- A standard fee of **€75** must accompany an application for internal review under section 14.
- A reduced fee of **€25** applies if the person bringing the application is a medical card holder or a dependant of a medical card holder.
- The following internal review applications are exempt:
 - (a) an application in relation to a decision concerning records containing only person information related to the applicant
 - (b) an application in relation to a decision under section 17 (right of amendment of records relation to personal information)
 - (c) an application in relation to a decision under section 18 (right of person to information regarding acts of public bodies affecting the person)
 - (d) an application in relation to a decision to charge a fee or deposit, or a fee or deposit of a particular amount.

Review by Information Commissioner

- A standard fee of **€150** must accompany applications to the Information commissioner for review of decisions made by public bodies under section 34.
- A reduced fee of **€50** applies if
 - (a) the person bringing the application is a medical card holder or a dependant of a medical card holder or
 - (b) the person is specified in section 29(2) i.e. a third party with the right to apply directly to the Information Commissioner where a public body decides to release their information on public interest grounds
- The following applications to the Information Commissioner are exempt:
 - (a) an application concerning records containing only personal information related to the applicant

- (b) an application in relation to a decision under section 17 (right of amendment of records relating to personal information)
- (c) an application in relation to a decision under section 18 (right of person to information regarding acts of public bodies affecting the person)
- (d) an application in relation to a decision to charge a fee or deposit exceeding €25.00 under section 47 in respect of search and retrieval and photocopying of records (decisions in relation to the charging of fees or deposits for search and retrieval and /or photocopying of less than €25 are not subject to review by the Information commissioner)
- (e) an application in relation to a decision to charge a fee under section 47(6A), or a fee of a particular amount under section 47(6A), on the grounds that the records concerned do not contain only personal information related to the requester or the requester is not a medical card holder or a dependant of a medical card holder

Type of Request/Application	Standard Fee*	Reduced Fee* **
Request for a record	€15	€10
Initial Request	€75	€25
Internal Review	€150	€50
Review by Information Commissioner		
Request for a record or containing personal information	No charge	No charge
Application under section 17 for amendment of a record containing incorrect, incomplete or misleading personal information	No charge	No charge
Application under section 18 for the reasons for a decision affecting the individual	No charge	No charge

* Fee will not apply where a person appeals a decision to charge a fee or deposit, or a fee or deposit of a particular amount under section 47 or the FOI Act

** Reduced fee will apply in respect of third parties who appeal a decision of a public body to release their information on public interest grounds.

Additional Fees

Under the Act fees may also be charged as follows:

- Personal records: Fees in respect of the cost of copying the records requested will not apply unless a large number of records are involved.
- Non-personal records: Fees will be charged in respect of the times spent in efficiently locating and copying records. Fees will not apply in the time spent by the Academy in considering requests. A deposit will be payable where the fee is likely to exceed €50. In these circumstances, the Academy will, if requested, assist individuals to amend the request so as to reduce or eliminate the amount of the deposit.

Charges may be waived in the following circumstances:

- Where the cost of collecting and accounting for the fee would exceed the amount of the fee;
- Where the information would be of particular assistance to the understanding of an issue of national importance;
- In the case of personal information, where such charges would not be reasonable having regard to the means of the requester.

Section 47 of the Act provides for fees. Fees are currently set as follows in accordance with Statutory Instruments Nos. 139 of 1998 and 5232 of 1997

€20 per hour – search and retrieval

€0.04 per sheet for a photocopy

€0.51 for a 3 ½ inch computer diskette

€10 for a CD-ROM

Rights of review

Internal review

Where a requester is dissatisfied with a decision made by a decision-maker under the Act or they have not received a decision to their FOI request within the specified time frame, they can apply to have the decision reviewed.

The review will be carried out by another more senior staff member in the academy. The review will be a full and new consideration of the matter.

The Director of the Academy will perform the internal review function.

Requests for internal review should be directed to the:

Secretary's Office

RIAM

36/38 Westland Row

Dublin 2

Tel: +353-1-6764412/3

Fax: +353-1-6622798

Email: dorothyshiel@riam.ie

Requests for internal review must be submitted within four weeks of receipt of the initial decision. The Academy should normally complete the review within three weeks. Internal review will normally be completed before an application for review may be made to the Office of the Information Commissioner.

External review

Where a requester is dissatisfied with a decision made by an internal reviewer under the Act or they have not received a decision within the specified time frame they may seek an independent review of the decision from the Information Commissioner. There are also some specific instances where a requester can seek an initial review of a decision by the Information commissioner.

Applications for reviews may be made directly to the Information Commissioner at the following address:

Office of the Information Commissioner

18 Lower Lesson Street

Dublin 2

Tel: +353 1 6785222

Fax: +353 1 6610570

Email: foi@ombudsman.irlgov.ie

Website: www.oic.ie

When a formal binding decision is issued by the Information Commissioner, the requester or the Academy may appeal that decision to the High court and the Supreme Court on a point of law only.

Statement of Policy with regard to confidentiality and FOI

The Academy will endeavour to hold confidential any information provided to it in confidence, subject to its obligations under law, including the Freedom of Information Act 1997 and 2003. The Academy will be bound by the findings of the Information commissioner in all aspects save those relating to a point of law.

How the Academy deals with freedom of information requests

Freedom of Information requests will be dealt with by delegated Decision Makers. The Director of the Academy has delegated the decision making function under the Act to the Secretary and Registrar. All requests for access to information under the Act should be directed to the Secretary's office.

- When a request is received, an acknowledgement will normally be issued by the appropriate decision maker within two weeks
- A decision on the request should normally be issued within four weeks. However, in certain circumstances this period can be extended for up to eleven weeks. Requesters will always be advised of any extension of the time limits and the reasons for such extensions as set out in the Act
- Requesters will be advised of their rights of review where they are dissatisfied with the outcome of their application

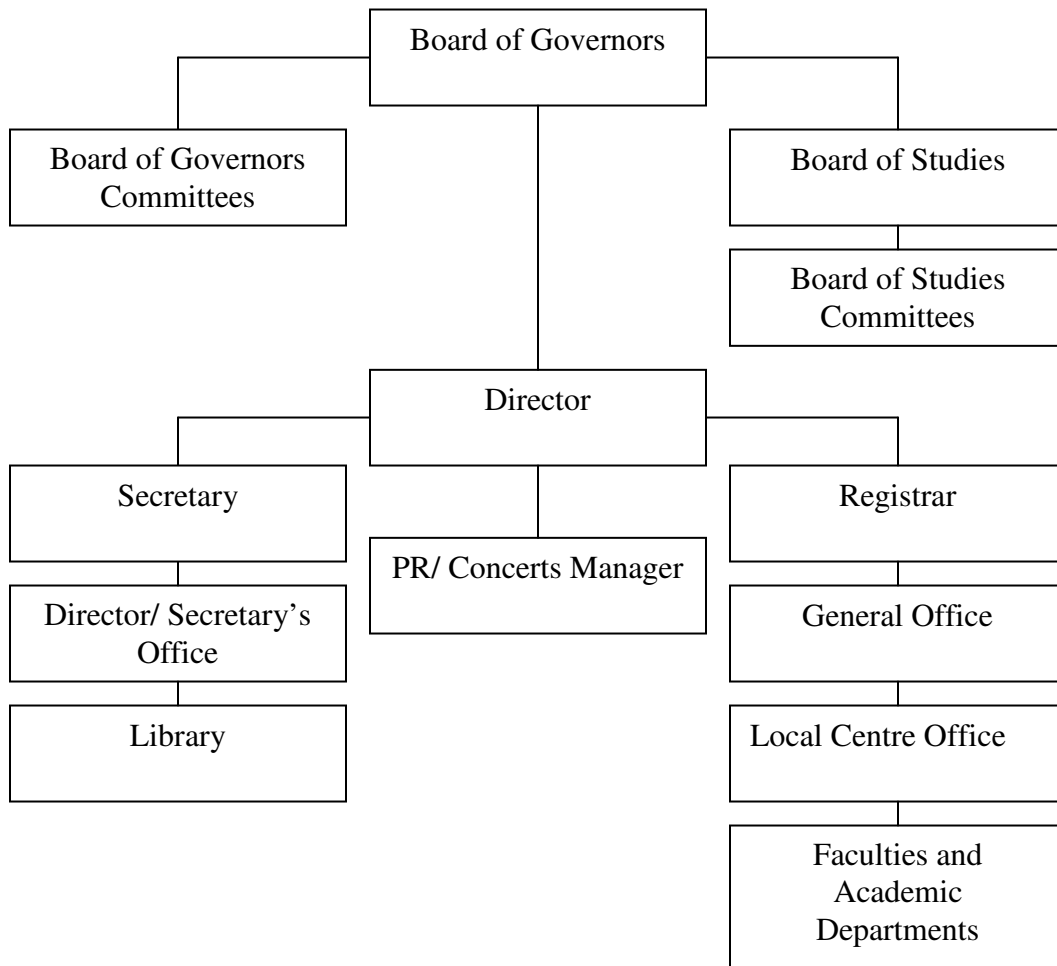
Please note that the Academy closes during July and August for approximately seven weeks. Details of the holidays will be posted on the website. All FOI requests received during this period will be dealt with promptly when the Academy reopens.

Overview of the Academy

The Academy was founded in 1848 to provide systematic instruction in instrumental music. The mandate of the Academy is underpinned by the Educational Endowments (Ireland) Act 1885 which provided the Academy with a governing structure. The mission of the Academy is:

- To foster, nurture and develop excellence in music and the performing arts
- To provide a comprehensive range of teaching and learning opportunities for music, speech and drama for talented students at all levels
- To set and monitor the highest standards of achievement through a reputable nation-wide examinations system

Organisational Structure



Governance of the Academy

Board of Governors

The Board of Governors normally meets on ten occasions annually. The Board of Governors was formed for the government and management of the Academy and the administration of the endowments.

There are 35 members of the Board as follows:

Constituency	Name	Term of Office
Vice Presidents	Leo Gibney	Life
	Brian Aylward	Life
	Frank Casey	Life
	Declan McDonagh	Life
	Barbara Wright	Life
	Liam Fitzgerald	Life
Coulson Endowment	Richard Pine	Life
	David Byers	Life
	Terry Corcoran	Life
Members	Gabrielle Begg	3 years
	Hylde Beckett	3 years
	Barry Andrews	3 years
	Ann Fuller	3 years
	Jane Carty	3 years
	Derbhaile O Donnell	3 years
	Ray Keary	3 years
	Jennifer Porter	3 years
	Laurie Cerr	3 years
	Ian Fox	3 years
	John Corbett	3 years
Audrey Phelan	3 years	
Board of Studies	Elizabeth Csibi	1 year
Staff Representation	Theresa Doyle	1 year
	Maria McGarry	1 year
Director	Deborah Kelleher	ex officio
Lord Mayor	Gerry Breen	1 year
Former Lord Mayor	Emer Costello	1 year

Dublin Corporation	Mannix Flynn	2 years
	Marie Metcalfe	2 years
	Pat Crimmins	2 years
	Julia Carmichael	2 years
	Edie Wynne	2 years
	John Gallagher	2 years
	Killian Forde	2 years

Management and Finance Committee

The committee is elected on an annual basis by the Board of Governors. The Management and Finance Committee normally meet on nine occasions annually. The principle functions of the committee are:

- To prepare budgets for Board of Governor approval
- To be responsible for resource allocation - human, financial, facilities, instruments services – throughout the Academy in line with policies laid down by the Board of Governors
- To present progress reports on budgetary performance and to report on any variances from projected outturn
- To make recommendations on fee structure
- To ensure that appropriate standards of performance are pursued to meet the requirements of the C&AG
- To report to the Board of Governors after each meeting

Committee Membership

Frank Casey
 Leo Gibney
 Brian Aylward
 Declan McDonagh
 Ann Fuller
 Gabrielle Begg
 Barbara Wright
 Deborah Kelleher

Board of Studies

No of meetings

The Board of Studies meet weekly during the academic year.

Composition

The Board of Studies deals with all academic and musical matters within the Academy. It consists of the Director, Heads of Faculty, Chair of the Local Centre Senior Examiners

and three teachers who are elected annually. The Registrar and the Public Relations also attend meetings.

Duties

The Board will decide on all examination regulations, course syllabi and course development. The Board of Studies report to the Board of Governors.

Membership

William Dowdall
Lorna Horan
Marie Moran
Peter Tuite
Kathleen Tynan
Dearbhla Brosnan
Elizabeth Csibi
Ray Keary
Deborah Kelleher
Fergus O'Carroll

Doctorate of Music in Performance Course Committee [Dublin City University]

No of meetings

The Course Committee meets monthly during the academic year.

Composition

The Course Committee deals with all academic and musical matters within the Doctorate of Music in Performance Course. It consists of the Director, relevant Heads of Faculty and all teachers who teach on the course. The Registrar also attends 5 meetings. Student representatives are elected annually.

Duties

The Course Committee will decide on all course regulations, course syllabi and development as well as auditions and the overseeing of examination marking and standards. The Course Committee reports to the Board of Studies.

Membership

D Adams, V Dunne, T Fahy, D Kelleher, M Moran, D Neary, J O'Conor, P Shields, P Tuite, K Tynan.

Master of Music in Performance Course Committee [Dublin City University]

No of meetings

The Course Committee meets monthly during the academic year.

Composition

The Course Committee deals with all academic and musical matters within the Master of Music in Performance Course. It consists of the Director, relevant Heads of Faculty and all teachers who teach on the course. The Registrar and the accompanists also attend meetings. Student representatives are elected annually.

Duties

The Course Committee will decide on all course regulations, course syllabi and development as well as auditions and the overseeing of examination marking and standards. The Course Committee reports to the Board of Studies.

Membership

M Brennan, D Brosnan, D Collins, V Dunne, T Fahy, D Kelleher, L Lee, M Moran, J Nangle, J O’Conor, P Tuite, K Tynan.

BA in Music Performance Course Committee [Dublin City University]**No of meetings**

The Course Committee meets monthly during the academic year.

Composition

The Course Committee deals with all academic and musical matters within the Bachelor of Arts in Music Performance Course. It consists of the Director, relevant Heads of Faculty and all teachers who teach on the course. The Registrar and the accompanists also attend meetings. Student representatives are elected annually.

Duties

The Course Committee will decide on all course regulations, course syllabi and development as well as auditions and the overseeing of examination marking and standards. The Course Committee reports to the Board of Studies.

Membership

D Adams, J Archibald, M Brennan, M Broderick, D Brosnan, W Butt, A Byrne, J Cavanagh, A Cleary, D Collins, E Csibi, M D’Arcy, W Dowdall, V Dunne, T Fahy, J Finucane, M Hyland, F Hunt, P Kavanagh, R Keary, D Kelleher, V Kerr, J Lynch, F Magee, V Malirsh, S Mathieson, J McCay, M Moran, J Nangle, K O Connell, J O’Conor, S O’Regan, P O’Reilly, P Tuite, K Tynan, S Boylan, F Mulloy, N O’Leary, A Brady.

Diploma in Music [Teaching and Performance] Course Committee

No of meetings

The Course Committee meets monthly during the academic year.

Composition

The Course Committee deals with all academic and musical matters within the Diploma in Music [Teaching and Performance] Course. It consists of the Director, relevant Heads of Faculty and all teachers who teach on the course. The Registrar and the accompanists also attend meetings. Student representatives are elected annually.

Duties

The Course Committee will decide on all course regulations, course syllabi and development as well as auditions and the overseeing of examination marking and standards. The Course Committee report to the Board of Studies.

Membership

J Archibald, E Csibi, M D'Arcy, G Deery, V Dunne, D Kelleher, V Kerr, L Lee, A Madigan, M Moran, P Tuite, K Tynan, R Croash.

Bachelor in Music Education Course Committee [Trinity College Dublin]

No of meetings

The Course Committee meets bi-monthly during the academic year.

Composition

The Course Committee deals with all academic and musical matters within the Bachelor in Music Education Course. It consists of the Director, relevant Heads of Faculty and all teachers who teach on the course. The Registrar and the accompanists also attend meetings. Student representatives are elected annually.

Duties

The Course Committee will decide on all course regulations, course syllabi and development as well as auditions and the overseeing of examination marking and standards. The Course Committee reports to the Board of Studies.

Membership

J Archibald, B Beckett, M Broderick, A Byrne, J Cavanagh, G Deery, S Doyle, J Finucane, I Gunner, D Kelleher, R Hill, A Madigan, J McCay, H Milner, M Moran, J Nangle, K O'Connell, S O'Regan, P O'Reilly, K.Tynan, M Smith, T Monaghan.

Access Course Committee

No of meetings

The Course Committee meets bi-monthly during the academic year.

Composition

The Course Committee deals with all academic and musical matters within the Access Course. It consists of the Director, relevant Heads of Faculty and all teachers who teach on the course. The Registrar and the accompanists also attend meetings.

Duties

The Course Committee will decide on all course regulations, course syllabi and development as well as auditions and the overseeing of examination marking and standards. The Course Committee report to the Board of Studies

Membership

J Archibald, J Finucane, D Kelleher, A McDonagh, M Moran, R O'Donnell, S O'Regan, P O'Reilly, K Tynan, A Woodworth.

Committee of Senior Examiners

Number of Meetings

The Committee of the Senior Examiners meets monthly during the academic year.

Composition

The Committee deals with all matters relating to the RIAM Local Centre Examination System. It consists of the four senior examiners, the Local Centre Manager and the Local Centre Supervisor. The Director, the Registrar and the Public Relations/Concerts Manager also attend meetings.

Duties

The Committee approve examination syllabi, regulations, marking standards, examination procedures and all issues arising from the examinations. The Local Centre Senior Examiners report to the Board of Governors through the Board of Studies.

Membership

Anthony Byrne (music)
Lorna Horan (music)
Hilda Milner (music)
Audrey Behan (speech)
Theresa Doyle
Dorothy McCauley
Deborah Kelleher
Tony Madigan
Ciara Higgins

Faculties

There are five faculties in the Academy, which are as follows: the keyboard, musicianship, vocal, strings, wind/brass and percussion.

In general, each faculty is composed of all the academic members of staff relevant to that faculty. It is a consultative body, which meets several times each year to discuss academic matters of common interest and to make recommendations on these matters to the Board of Studies.

The main function of an academic department is to provide education for students in a particular area of study. The responsibility for administering a department lies with the Head of Department, who is appointed as such by the Academy for a three year term of office. The Head, in association with the Registrar, is responsible for day to day administration of the faculty. Recommendations concerning major policy matters and future developments are normally made by the Head in consultation with members of the department at departmental meetings.

Head of Keyboard

Peter Tuite

Piano

Brian Beckett
Colma Brioscu
Anthony Byrne
Lance Coburn
Dearbhla Collins
Marta Erdei
Therese Fahy
Patricia Kavangh
Reamonn Keary
John O’Conor
Hugh Tinney
Maria McGarry
Peter Tuite

Organ

David Adams

Harpsichord

David Adams

Classical Accordion

Patricia Kavanagh

Head of Strings

Elizabeth Csibi

Violin

Maeve Broderick
Elizabeth Csibi
Michael d’Arcy
Yvonne Donnelly
Fionnuala Hunt
Elena Quinn
Mia Cooper
Joanne Quigley
Karl Sweeney
Sebastian Liebig

Viola

Elizabeth Csibi
John Lynch

Violoncello

William Butt
Annette Cleary
Aisling Drury-Byrne
Miriam Roycroft
Christopher Marwood
Ailbhe McDonagh

Double Bass

Dominic Dudley
Mark Jenkins

Concert Harp/Irish Harp

Aine Ni Dhubhghaill
Geraldine O’Doherty

Classical Guitar

Marion Hyland
Benjamin O’Dwyer

Head of Woodwind Brass and Percussion

William Dowdall

Flute and Recorder

William Dowdall
Susan Doyle
Rosemary Hill

Flute and Recorder Classes

Aedin Halpin
Rosemary Hill
Hilda Milner

Oboe

Ruby Ashley
Matthew Manning

Clarinet

John Finucane

Kevin Hanafin
Paul Roe
Fintan Sutton

Bassoon
Michael Jones

Saxophone
Fintan Sutton
Kevin Hanafin

French Horn
Victor Malirsh
Fergus O'Carroll

Trumpet
Colm Byrne
James Cavanagh

Trombone
Sean Fleming
Stephen Mathieson

Tuba/ Euphonium
Francis Magee

Percussion
Jonathan Herbert
Richard O'Donnell

Head of Vocal Studies
Kathleen Tynan

Singing
Veronica Dunne
Virginia Kerr
Sylvia O'Regan
Mary Brennan
Anne Woodworth
Suzanne Murphy
Philip O'Reilly
Kathleen Tynan

Lieder Class
Kathleen Tynan
Lynda Lee

Opera Class
Suzanne Murphy

Oratorio Class
Philip O'Reilly

Speech and Drama Classes
Ailbhe Murphy
Michelle Nolan O'Driscoll

Music Theatre
Maureen Ward

Head of Musicianship
Marie Moran

Musicianship
Jean Archibald
Sinead Gaskin
Brendan Murray
Kevin O'Connell
Grainne Deery
Marie Moran
Jennifer McCay
Orla McDonagh
Philip Graydon

Composer Classes
Kevin O'Connell

Pre-Instrumental Course
Denise Coleman
Sinead O'Duinnin

Degree/Diploma Course Lectures
Jean Archibald
Grainne Deery
Marie Moran
Jonathan Nangle
Kevin O'Connell
Denise Neary

Junior and Leaving Certificate Programmes
Kim Fallen Bailey

Sinead Gaskin

Coordination of Doctoral Component

Denise Neary

Ensembles

RIAM Choral Society

Blanaid Murphy

RIAM Senior Wind Ensemble

Fergus O'Carroll

RIAM Jazz Band

Kevin Hanafin

RIAM Junior String Group

Yvonne Donnelly

RIAM Junior Choir Ages 8-10

Denise Coleman

RIAM Junior Choir Ages 11-13/14-16

Elizabeth Keighary

Conducting Course

Jimmy Cavanagh

Accompanist

David Adams

Dearbhla Brosnan

Dearbhla Collins

Andrew Synott

Brenda Hurley

RIAM Symphony Orchestra/ RIAM

Sifonietta Orchestra/ RIAM

Intermediate Orchestra

Jimmy Cavanagh

RIAM Chamber Orchestra

Elizabeth Csibi

Administration

Director's/ Secretary's Office

Director: Deborah Kelleher

Secretary: Dorothy Shiel

This office is concerned with the overall direction of the Academy in its academic, administrative, financial, personnel and other activities.

Services provided:

The office provides overall direction to all staff and students in the areas of academic matters, administration, finance, personnel and other activities. This office also provides the finance, secretarial, personnel, faculties and FOI functions for the Academy.

Information available

Academy constitution
Annual reports
Annual financial statements
Corporate Plan
Membership of Board of Governors
Listing of Academy members
Pension schemes
Salary scales
Travel and Subsistence rates
Statement of policy on equality
Health and Safety statement
Statement of policy on disability
Harassment policy
Procurement policy
Maternity leave scheme
Force majeure leave scheme
Grievance procedure
Disciplinary procedure

Appeals/ Complaints procedure

If you wish to make an appeal or a complaint regarding a decision of the Director's/ Secretary's office you should contact the Secretary in the first instance.

Classes of records held

Minutes of meetings
Staff files
Recruitment files
Departmental files
Financial Files
Academy policy statements

Insurance policies
Insurance reports
Health and Safety statement
Regulations and Circulars
Tax Clearance Certificates
Tender Reports
Asset Register

Registrar's Office

Registrar: Anthony Madigan

The registrar's office administers all aspects of student academic progress from admission through to graduation. Included among its activities are auditions, admissions, registration, fee receipt, student records, music competitions, examinations, publications, interaction with conferring authorities and computer operations.

General Office

Supervisor: Frances Hogan

This office is responsible for the administration of all in house students – the Academy currently has approximately 1000 part time and 100 full time students enrolled. The courses on offer are as follows:

Part time instrumental, musicianship and Speech and Drama tuition.

Full time courses leading to:

- Master of Music in Performance Course Committee [Dublin City University]
- BA in Music Performance Course Committee [Dublin City University]
- Diploma in Music [Teaching and Performance] Course Committee
- Bachelor in Music Education Course Committee [Trinity College Dublin]
- Access Course Committee

Information Available

Prospectus and Syllabi
Course Information
Teachers listing
Fee information
Application forms
Audition procedure
Transfer procedure
Assessment regulations
Music Festival regulations

Student general regulations
Examination Regulations/ Procedures
Orchestra/ Choir attendance policy
Student Equality policy
Student disability policy
Appeals procedures, including precedents
Complaints procedure
Academic Calendar
Examination papers
Customer service standards document
Code of discipline

Appeals/ Complaints procedure

If you wish to make an appeal or a complaint regarding a decision of the General Office you should contact the Registrar in the first instance.

Classes of records held

Audition score sheets
Student files
Examination results/ scripts/ mark sheets/ recordings
Attendance records
Computer records
Policies and Regulations
Teachers assessment mark sheets
Complaints file
Department files
Minutes

Local Centre Office

Manager: Theresa Doyle
Supervisor: Dorothy McCauley

The Local Centre Office administers a system of grade examinations in music and speech and drama held 3 times per annum throughout the country. Approximately 38,000 students entered for Local Centre examinations in 2005.

Information available

Examination Regulations
Examination Syllabi
Minutes
Complaints procedure
Guidelines for examiners
Procurement policy

Appeals/ Complaints procedure

If you wish to make an appeal or a complaint regarding a decision of the Local Centre Office you should contact the Registrar in the first instance.

Classes of records held

Examination results
Department files
Complaints
Computer records
Tender reports

Computer Office

Network Supervisor: Theresa Doyle

The Computer Office is responsible for all computer applications in the Academy, including the Website, extranet and customised database.

Information available

Procurement policy
Tender reports
Software licences
User manuals
Code of Conduct for computer users

Appeals/ Complaints procedure

If you wish to make an appeal or a complaint regarding a decision of the Computer Office you should contact the Registrar in the first instance.

Classes of records held

Computer records
Department files

Public Relations/ Concert Managers Office

Manager: Ciara Higgins

This office is responsible for all Academy public relations including dealing with the media, advertising, sponsorship, publications, annual reports, and the organisation of academy concerts.

Information available

Events listing
Annual reports

Appeals/ Complaints procedure

If you wish to make an appeal or a complaint regarding a decision of the Public Relations/ Concert Manager's office you should contact the Secretary in the first instance.

Classes of records held

Department files
Computer records

RIAM Library: Services, Documentation and Records.

Overview

The objective of the library is to support and enhance the educational, performing and research activities of the Royal Irish Academy of Music by providing a quality information service, developing its collections and offering access to information resources both internally and from sources worldwide.

The collections include books, printed music, recordings, journals, manuscripts and electronic resources.

Staffing

Librarian: Philip Shields

Contact details: Tel: +353-1-6325316. Email: philipshields@riam.ie

Services

- Lending (books, printed music, recordings).
- Information services
- Online catalogue of materials held
- Computer services (including internet access)
- Listening stations for AV materials
- Inter-library loans
- Access to other libraries

Documentation

A description of the resources and services offered by the library is given on the website at www.riam.ie/about_us/library.htm.

The library also produces printed regulations, information sheets, and guides to services.

Appeals/ Complaints procedure

If you wish to make an appeal or a complaint regarding a decision of the Library, you should contact the Secretary in the first instance.

Types of records held

- Borrower records
- Financial data (purchases, payments, fines)
- Records of meetings
- Correspondence & internal memoranda

**The Freedom of Information Acts 1997 and 2003 Royal Irish Academy of Music
policies and procedures**

	Section 16	
Decisions in relation to/by:	Name/ title of policies and procedures	Policies & Procedures Full text available from:
Governance of the Academy	Academy Constitution	Secretary's Office
Admission of Students	Audition procedure	Registrar's Office
	Transfer procedure	Registrar's Office
General student regulations	Student general regulations	Registrar's Office
	Student disability policy	Registrar's Office
	Student equality policy	Registrar's Office
	Orchestra/Choir attendance policy	Registrar's Office
Examinations	Complaints procedure	Registrar's Office
	Assessment regulations	Registrar's Office
	Music festival regulations	Registrar's Office
	Appeals procedure	Registrar's Office
	Guidelines for Local Centre examiners	Registrar's Office
Administration <i>Human Resources</i>	Guidelines for external examiners	Registrar's Office
	Grievance procedure for staff	Secretary's Office
	Disciplinary procedures for staff	Secretary's Office
	Force majeure scheme	Secretary's Office
	General rules governing maternity leave	Secretary's Office
	Pension schemes	Secretary's Office
	Procedures for Recruitment of Staff	Secretary's Office
	Statement of policy on disability	Secretary's Office
Salary scales	Secretary's Office	
Administration <i>General</i>	Guidelines on recording minutes	Secretary's Office
	Records management policy	Secretary's Office
	Statement of Policy on Equality	Secretary's Office
Computer Office	Code of conduct for Users of Computing facilities	Computer Office
Health & Safety	Accident/ Incident Report Form	Secretary's Office
	Academy Safety Policy Statement	Secretary's Office
Library	Library Regulations	Library
Procurement	Procurement procedures	Secretary's Office