

The Freedom of Information Act 2014

A Guide to the Royal Irish Academy of Music

Section 8

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SECTION 1 ACCESS TO INFORMATION

1.1 Overview of the Freedom of Information Act 2014

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The Freedom of Information Act 2014 came into effect on the 14th of October 2014 and repealed the 1997 and 2003 Acts. The 2014 Act provides the following statutory rights:

- A legal right for each person to access information held by a body to which FOI legislation applies
- A legal right for each person to have official information relating to himself/herself amended where it is incomplete, incorrect or misleading
- A legal right to obtain reasons for decisions affecting himself/herself.

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 FOI Act 2014:

- 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 previous legislation ie 21st April 1998
- Any records created prior to the commencement date of 21st April 1998 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 8 of the Act requires public bodies to publish and make available certain information relating to their operation. In accordance with Section 8 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.

The Academy has provided:

- information to assist members of the public in their understanding of the body and its functions
- information it holds grouped under the information headings set out in the model publication scheme
- explanations of the procedures to gain access to information or to establish what information the body holds

This publication is called '*RIAM Freedom of Information Policy*'. This policy is available to download from the Academy's website at URL: <http://www.riam.ie/about-us/riam-policies/freedom-information-policy/>.

1.2 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. 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.

1.3 Applications for Information under the Act

1.3.1 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 2014
- state clearly that your request refers to one or more of the following:
 - a) an application to access records
 - b) an application for access to reasons for decisions which affect you
 - c) an application to have personal information corrected
- 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 eg 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 may be downloaded from the website. You may also email your request to the Secretary at kevinkelleher@riam.ie.

- 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
Royal Irish Academy of Music
36-38 Westland Row
Dublin 2
D02 WY89
Tel: +353-1-6325300
Fax: +353-1-6622798
Email: kevinkelleher@riam.ie

1.3.2 Fees

Section 27 of the Freedom of Information Act 2014 provides for fees and charges. No fees apply where the request involves access to the individual's own personal records.

The Ministerial Order establishing the new fees regime (Statutory Instrument 531 of 2014) may be found at URL: <http://www.per.gov.ie/en/freedom-of-information-act-2014/>

1.3.2.1 Requests for Records

The following is a summary of the new fee structure in respect of non-personal requests:

- There is no fee for an initial request for a record or records containing non-personal information. The €15 application fee has been abolished
- There is a minimum threshold of €101 below which no search, retrieval and copying fees can be charged. Once the charge reaches €101, full fees apply
- There is a cap on the amount of search, retrieval and copying fees that can be charged of €500
- There is a further upper limit on estimated search, retrieval and copying fees at €700 above which the RIAM can refuse to process a request, unless the requester is prepared to refine the request to bring the search, retrieval and copying fees below the limit
- The fee for internal review under Section 21 is now €30 (€10 for medical card holders and their dependants)
- The fee for appeals to the Information Commissioner under Section 22 is now €50 (€15 for medical card holders and their dependants).

1.3.2.2 Internal Review

- A standard fee of **€30** must accompany an application for an internal review
- A reduced fee of **€10** 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 personal information related to the applicant
 - (b) an application in relation to a decision under Section 21 (right of amendment of records relation to personal information)
 - (c) an application in relation to a decision under Section 21 (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.

1.3.2.3 Review by Information Commissioner

The Information Commissioner investigates complaints of non-compliance with FOI legislation and generally promotes a freedom of information culture in the public service.

- A standard fee of **€50** must accompany applications to the Information Commissioner for review of decisions made by public bodies under section 22 of the Freedom of Information Act 2014.
- A reduced fee of **€15** 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 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

Type of Request/Application	Standard Fee*	Reduced Fee**
Initial Request for a record	free	free
Internal Review	€30	€10
Review by Information Commissioner	€50	€15
Request for a record or containing personal information	No charge	No charge
Application for amendment of a record containing incorrect, incomplete or misleading personal information	No charge	No charge
Application 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

** Reduced fees will apply in respect of medical card holders and third parties who appeal a decision to release their information on public interest grounds.

1.3.2.4 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 time 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 €100. 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.

Type of Charge	Standard Charge
Search and retrieval of records	€20 per hour
Photocopying	€0.4 cent per sheet
CD-ROM containing copy of documents	€10 per disk
Radiograph (X-Ray) containing copy documents	€10

1.3.3 Rights of Review

1.3.3.1 Internal Review

Where a requester is dissatisfied with a decision made by a decision-maker under the Act or he/she has not received a decision to their FOI request within four weeks of the initial application (this is deemed to be a refusal of a request) he/she may apply to have the decision reviewed.

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

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

Requests for Internal Review should be directed to:

The Secretary
Royal Irish Academy of Music
36-38 Westland Row
Dublin 2
D02 WY89

Tel: +353-1-6325300
Fax: +353-1-6622798
Email: kevinkelleher@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.

1.3.3.2 External Review

Where a requester is dissatisfied with a decision made by an internal reviewer under the Act or he/she has not received a decision within the specified timeframe they may seek an independent review of the decision from the Information Commissioner.

The Information Commissioner investigates complaints of non-compliance with FOI legislation in the public service.

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 Leeson Street
Dublin 2
D02 HE97

Telephone: +353 1 639 5689
Local Call: 1890 253 238
Fax: +353 1 639 5674
Email: info@oic.ie
Website: <http://www.oic.gov.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.

1.3.4 *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. Further details are available at: <http://www.riam.ie/about-us/riam-policies/freedom-information-policy/>

1.3.5 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.

All requests for access to information under the Act should be directed to the Secretary (email: kevinkelleher@riam.ie).

- 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 five weeks each year. 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 at the commencement of the academic year.

SECTION 2 Royal Irish Academy of Music

2.1 Overview of the Academy

The RIAM (www.riam.ie) is Ireland's oldest conservatoire. Over the course of its long existence, the RIAM has led the development of education and training in music performance in Ireland across a wide spectrum of age and ability. The RIAM's broad-ranging and integrated approach operates at three levels:

- Grass roots level (through the Academy's countrywide Local Centre Examination System examining 42,000 candidates a year)
- Part-time on-site tuition on Westland Row (circa 1,000 students)
- Third-level students (educated and trained for the profession) who graduate and represent Ireland with great distinction throughout the world (150 students)

This unique educational span is the Academy's offering and strength. Since its foundation, over 1,000,000 musicians have successfully interacted with the Academy. In 2013 the RIAM became an Associate College of Trinity College Dublin.

Founded in 1848, the Academy represents the first systematic approach to music performance education in the country.

- Distinct from many conservatoires internationally, it caters for 85% part-time and 15% full-time students. The range of abilities and ages (from pre-school age to retirement) creates a cultural community with an institutional story that is rich in variety and nuance.
- While the RIAM's focus is not solely on preparing musicians for a career in the profession, its third-level students are of the highest standard in Ireland, proven by their consistent success in international competition and in carving out successful careers.
- Reaching far beyond the physical confines of our Westland Row building, the Local Centre Examination system caters to over 42,000 candidates every year, making the RIAM brand the quality mark over thirty-two counties.
- In 2013 the Academy launched the RIAM Teaching Network as a means of connecting the several thousand independent music teachers who work with the Local Centre Examination system (<http://network.riam.ie>). The Network also provides opportunities for Continuous Professional Development through E-Courses and workshops.
- Located in the Georgian Quarter of Dublin, as a neighbour of Ireland's key cultural institutions such as the National Concert Hall and the National Gallery of Ireland, we are well placed to develop strong cross-arts relationships that will enhance Ireland's cultural profile nationally and internationally.

RIAM’s vision is to become a leading international music conservatoire defined by its core values: the quality of its teaching and learning, the excellence of its programmes for non-professional musicians, the achievements of its graduates, the breadth of its global partnerships, and by its commitment to sharing its passion for music across a wide community.

The full RIAM 2020 strategy plan is available here: <http://www.riam.ie/about-us/governing-body/action-plan/>

Teaching Staff and Administrative Staff – details are available at URL: <http://www.riam.ie/about-us/human-resources/>

RIAM Organisational Structure

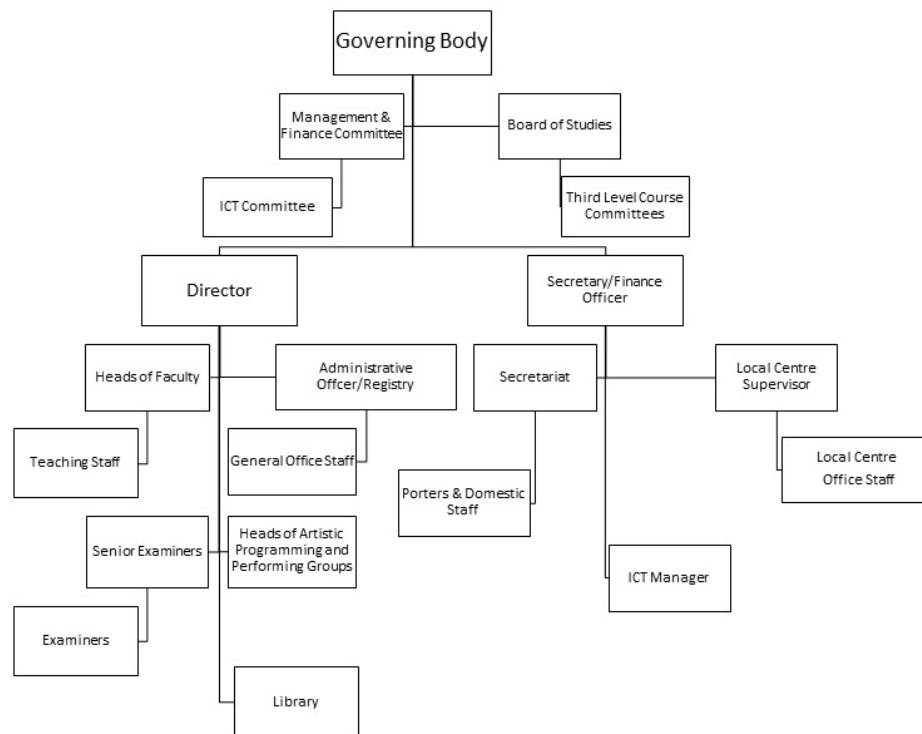


Figure 1 RIAM Organisational Structure

2.2 Governance of the Academy

2.2.1 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 25 members of the Board.

Further details including the RIAM Conduct of Business / Ethics Policy and Strategy Plan 2020 documents are available at URL: <http://www.riam.ie/about-us/governing-body/>

2.2.2 Finance Committee

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

- to prepare budgets for Board of Governors 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 Comptroller & Auditor General
- to report to the Board of Governors after each meeting
- Financial Statements for the previous two years are available to view at URL: <http://www.riam.ie/about-us/governing-body/>

2.2.3 Board of Studies

Frequency 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 Secretary, Administrative Officer Registry, Head of Artistic Programming and Head of Performing Groups, also attend meetings.

Duties

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

2.2.4 Doctorate in Music Performance Course Committee

Frequency 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 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.

2.2.5 Master of Music in Performance Course Committee

Frequency 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.

2.2.6 BA in Music Performance Course Committee

Frequency 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.

2.2.7 BA in Composition Course Committee

Frequency 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 of Arts in Composition 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.

2.2.8 Bachelor in Music Education Course Committee

Frequency 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.

2.2.9 Diploma in Music [Teaching and Performance] Course Committee

Frequency 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 reports to the Board of Studies.

2.2.10 Access Course Committee

Frequency 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 reports to the Board of Studies.

2.2.11 Committee of Senior Examiners

Frequency 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 and the Local Centre Supervisor. The Director, the Secretary and the Head of Artistic Programming 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.

2.2.12 Faculties

There are five faculties in the Academy, which are as follows: 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 five-year term of office. The Head, in association with the Director, 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.

Further details pertaining to RIAM Faculties are available on the RIAM website as follows:

Keyboard Faculty – URL: <http://www.riam.ie/faculties/introduction/>

Strings Faculty – URL: <http://www.riam.ie/faculties/strings-introduction/>

Woodwind, Brass and Percussion Faculty – URL: <http://www.riam.ie/faculties/woodwind-brass-percussion-introduction/>

Vocal Studies Faculty – URL: <http://www.riam.ie/faculties/vocal-studies-introduction/>

Musicianship Faculty – URL: <http://www.riam.ie/faculties/musicianship-introduction/>

2.2.13 RIAM Administration

Senior Management Team

Director: Deborah Kelleher

Secretary/Finance Officer: Kevin Kelleher

2.2.13.1 Secretariat

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

Information pertaining to the Governing Body of the RIAM and policy documents are available to view and download at URL: <http://www.riam.ie/about-us/>

Appeals/ Complaints procedure

If you wish to make an appeal or a complaint regarding a decision of the Secretariat 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

2.2.13.2 General Administration Office

Administrative Officer (Registry): Frances Hogan

The General 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.

This office is also responsible for the administration of all in-house students – the Academy currently has approximately 1000 part-time and 100 full-time students enrolled.

All courses on offer are advertised on the RIAM website at URL:

<http://www.riam.ie/courses/>

Courses include part-time instrumental, musicianship and Speech and Drama tuition and also third level degree and diploma programmes including:

- Doctorate in Music Performance
- Master of Music in Performance
- BA in Music Performance
- BA in Composition
- Bachelor in Music Education
- Diploma in Music
- Recital Artist Diploma
- Access Course

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 Administrative Officer/Registry 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

2.2.13.3 Local Centre Examinations Department

Senior Examiners: Lorna Horan (Chair), Majella Boland and Jennifer O'Connor
Supervisor: Dorothy McCauley

The Local Centre Office administers a system of grade examinations in music and speech and drama held three times per annum throughout the country. Approximately 42,000 candidates were entered for Local Centre examinations in 2016.

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 Chair of the Senior Examiners in the first instance.

Classes of Records held

- Examination results
- Department files
- Complaints
- Computer records
- Tender reports

2.2.13.4 ICT Department

ICT Manager: Theresa Doyle

The ICT Department is responsible for the smooth operation of the RIAM network and broadband infrastructure and computer systems in the Academy, including websites, virtual learning environments, online payment facilities, customised database applications and communication services. The ICT Steering Committee meets once a month to deal with any significant ICT matters including budgetary concerns and reports to the Finance Committee.

Information available

- ICT & Data Protection Policy
- Security Policy
- Procurement Policy
- Tender documentation
- 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 ICT Department you should contact the Secretary in the first instance.

Classes of records held

- Computer records
- Department files

2.2.13.5 Artistic Programming /Public Relations

Head of Department: 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 Head of Artistic Programming you should contact the Secretary in the first instance.

Classes of records held

- Department files
- Computer records

2.2.13.6 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.

Library Administration

Librarian: Philip Shields

Contact details: Tel: +353-1-6325318. 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 Act 2014

RIAM Policies and Procedures

A full listing of the RIAM's policies may be obtained from the RIAM website at URL:

<http://www.riam.ie/about-us/riam-policies/>

Category of Decision	Policy or Procedure	Responsibility
Governance of RIAM	Academy Constitution	Secretary
Admission of Students	Audition Procedure	Heads of Faculty
	Transfer Procedure	Administrative Officer
General Student Regulations	Student General Regulations	Administrative Officer
	Student Disability Policy	Administrative Officer
	Orchestra/Choir Attendance Policy	Administrative Officer
Examinations	Complaints Procedure	Administrative Officer
	Assessment Regulations	Heads of Faculty
	Music Festival Regulations	Heads of Faculty
	Appeals Procedure	Administrative Officer
	Guidelines for Local Centre Examiners	Senior Examiners
Administration <i>Human Resources</i>	Guidelines for External Examiners	Heads of Faculty
	Grievance Procedure for Staff	Secretary
	Disciplinary Procedures for Staff	Secretary
	Force Majeure Scheme	Secretary
	General Rules Governing Maternity Leave	Secretary
	Pension Schemes	Secretary
	Procedures for Recruitment of Staff	Secretary
	Statement of policy on Disability	Secretary
	Salary scales	Secretary
	Administration <i>General</i>	Guidelines on recording minutes
Records Management Policy		Secretary
Statement of Policy on Equality		Secretary
ICT Department	Code of Conduct for Users of Computing Facilities	Secretary
Health & Safety	Accident/ Incident Report Form	Secretary
	RIAM Safety Policy Statement	Secretary
Library		
	Library Regulations	Library
Procurement	Procurement Procedures	Secretary