



**DCE**  
**English Language**  
**School**

# **Students'**

# **Handbook**

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# **Welcome to DCE English Language**

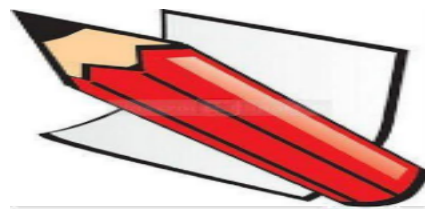
## **School**

Our college is a private and independent educational institution, established to provide world-class education.

Founded in 2015, the college has carefully designed a student support system and curriculum to ensure your expectations are met. Our commitment to excellence is reflected in the quality of our teachers and standard of our facilities. Our college offers you the opportunity to realise your potential in a relaxed and progressive environment while using the very latest teaching methods. We pride ourselves on our student support services that offer assistance, career advice, and mentoring, and we will ensure that your experience with us is both enjoyable and rewarding.

### **Mission Statement**

DCE places quality at the centre of our language education. We seek excellence in our teaching and methodology. Our institution must be one in which all staff and students are respected and valued. Our college is a community where students feel they belong and where they see commitment from their teachers in order to enhance their ability to speak and practice the English language.



### **Student Handbook in Brief**

*The purpose of this guide is to provide you with a summary of the important information that you need to know as a student of our college. Please note that it is your responsibility to ensure that you are familiar with the contents of this guide and the relevant college documentation.*

### **Change of address or personal information**

Students are requested to advise the college directly and immediately of any changes to the following:

- Address
- Phone number
- Email address

### **Facilities**

The school is equipped with the following:

- Reception
- Kitchen
- Students' room
- Computers
- Library
- Whiteboards
- Internet access
- Speakers

### **English Language class times**

Classes are held from Monday to Thursday or Friday at the following times. DCE operates across two campuses located in Dublin 1 and Dublin 7, providing students with modern facilities and a supportive learning environment.

### **Schedule and classes D7**

<b>Morning Classes (Mon-Fri) D7</b>	
9.00 – 11.00	<i>First Half</i>
11.00 – 11.15	<i>Break</i>
11.15 – 12.15	<i>Second Half</i>
<b>Afternoon Classes (Mon-Fri)</b>	
1.45 – 3.15	<i>First Half</i>
3.15 – 3.30	<i>Break</i>
3.15 – 5.00	<i>Second Half</i>

<b>Morning Classes (Mon-Thur) D7</b>	
9.00 – 11.00	<i>First Half</i>
11.00 – 11.15	<i>Break</i>
11.15 – 13.00	<i>Second Half</i>
<b>Afternoon Classes (Mon-Thur)</b>	
1.00 – 3.15	<i>First Half</i>
3.15 – 3.30	<i>Break</i>
3.15 – 5.00	<i>Second Half</i>

### **Schedule and classes D1**

<b>Morning Classes (Mon-Fri) D1</b>	
9.00 – 11.00	<i>First Half</i>
11.00 – 11-15	<i>Break</i>
11.15 – 12.15	<i>Second Half</i>
<b>Afternoon Classes (Mon-Thur)</b>	
1.00 – 3.00	<i>First Half</i>
3.00 – 3.15	<i>Break</i>
3.15 – 5.00	<i>Second Half</i>

**Please note:** You must arrive on time for class. Students who arrive more than 15 minutes late will not receive attendance for that part of the class and may not enter until after the break.

Arriving late is disruptive to both the teacher and other students.

If you have an emergency and need to leave early, you may request permission from the Director of Studies. You may retain your attendance only if you leave up to 15 minutes early, and this is permitted no more than twice per week.

### **Course Books**

Students must have a course book before starting their classes. DCE provides a course book for use at all levels.

If preferred, students may purchase their own book at Reception for €50 or from another source; however, this cost is non-refundable.

When students change levels, or if the course book used in class changes, they may exchange the provided book at no additional cost. Please note that books that are damaged or contain writing cannot be exchanged.

Students are required to bring their course book to every class. Failure to do so may result in their attendance not being recorded.

### **Teachers**



All our language teachers are experienced and qualified to required standards. They all have QQI-approved English teaching certificates and a minimum of a primary degree. If you want to improve your general English or prepare for English examinations such as TIE or IELTS, we have the teachers to help you succeed.

### **Course Enquiries and Academic Support**

If you have any questions, suggestions, or problems about the course, you can make an appointment to meet the Director of Studies or Office Manager. The DoS is available throughout the day. Your teacher will give you advice on which books to use in the library or

for home study: vocabulary, grammar, or pronunciation books, graded readers, and useful websites to practice your English or to improve a particular area.

### **Social and Cultural Programme Information**

All information on our excursions, social activities, sports and other entertainment can be found on the student notice board. The reception staff and your teachers will also tell you about activities and excursions. Many local activities are free. However, some excursions have a fee, so we will tell you about any costs when we promote the activity.

There is a list of suggested places to visit at the end of the Handbook.

### **Student Resource Library**

The resource library contains a lot of books that are available to students for self-access. You can borrow books and study materials. Your teacher can recommend an appropriate book for you to borrow.

### **College Reception**

Our receptionist can provide you with the following:

- Letters for visa extension, re-entry visa, bank account, PPS number, reference, or holiday
- Course refund/cancellation form
- Complaint form
- Personal details update form
- Exam application form

Please request your letters by email at least 5 days in advance. Letters cannot be issued at short notice. Email [info@dcedu.ie](mailto:info@dcedu.ie) to request a letter.

For an exit letter, you should email the office on or after the last day of your course, as exit letters cannot be processed before this.

### **Administration Office**

Our office will provide you with the following:

- Application form

Changes to your programme of study and class time must be approved by the administration office. Non-EEA students who require a visa to study are not permitted to change course in the middle of the programme.

All letters must be requested at least 5 days in advance of collection, unless otherwise stated.

### **Entry Requirements**

Students must be 18 years old or more, and have permission to study in Ireland. If you come from a country where English is the official language, you will need to prove that you have a

reason to study it.

### **Enrolment Procedure**

Complete the application form. This can be requested directly from the Administration Office or downloaded from the DCE website. Once completed, send it by email, post it, or bring it to the college. Your completed application form must be accompanied by the following:

- Photocopies of all your academic qualifications
- A copy of your current passport
- Any other documentation that you think may support your application

You are required to provide full payment of your course fees at the time of enrolment. Your course fees do not include the fee for your external examination, which you are required to sit – please check your contract.

You must take a Placement Test before we can offer you a place. This is so that we know which level you should study at. You must take the Placement Test at least one week before the start of your course. We cannot guarantee your choice of time and building, as this depends on your level and class availability, but we will do our best to accommodate you.

By accepting an offer made by us, through payment of the relevant fees stated at the time of initial application, a student enters into a contract with us for the period for which those fees have been paid. This period is stated on your enrolment letter under “Course Commencement Date” and “Course Completion Date”. We cannot accept any complaints about your schedule, campus, or level after this.

Visa decisions are made by Irish immigration authorities and are not guaranteed by the school.

All information provided to students before enrolment is clear, accurate and transparent to support informed decision-making.

Once the above is completed, the college will begin to process your application. All successful students will be issued with an enrolment letter, which is also a receipt of payment. Once received, and after your induction, you are ready to start your classes.

### **Induction**

Student induction will be carried out before the first day of class. You cannot start class before your induction. Students will receive the Student Handbook, course syllabus, and course timetable, together with other valuable pieces of information geared towards ensuring a seamless transition into college life in Dublin. We will also show you the school, including emergency exits, and ensure you understand the school rules.

### **Health Insurance**



Since health care is not free in Ireland, the college can arrange general medical insurance on behalf of its students. Students from EU member states should be in possession of a European Health Insurance Card (EHIC) from their home country. This will grant students the same access to Irish medical services as is the case for Irish citizens. Please keep in mind that the Irish healthcare system may differ from the system in your home country, and you may be liable for certain payments you would not be expected to cover at home. Students may also choose additional private medical or health insurance cover, although this is not a requirement. Since 1<sup>st</sup> January 2011, all non-EEA students in Ireland are required to have health insurance prior to entering Ireland. Students may arrange this in their own country or through an Irish company. Please ask at Reception for advice and assistance.

### **Learner Protection Insurance**

All students are expected to obtain Learner Protection Insurance as offered by the college. This ensures that your course will be completed at another school if the college closes down.

DCE has a partnership with Academic +, and can offer you Learner Protection Insurance at a good price through this company.

### **Course Fees**

Due to Immigration requirements, the college is required to ensure that all student fees are paid for in advance of their course commencing. Receipt of payment is issued in the form of the Student Enrolment Letter, which will clearly state "Student fees paid in full".

### **Refund Policy**

Any student wishing to cancel their course must provide written notification of this cancellation. Please note that cancellations will incur charges as follows:

- 1-14 days prior to the course start date: no refund will be given.
- 15-30 days prior to the course start date: 45% of course and accommodation fees will be charged.
- More than 30 days prior to the course start date: fees will be refunded in full minus an administration and accommodation fee of 25%.

For students who are not successful in obtaining their visa, any application for a refund must be made in writing and must be accompanied by a copy of the rejection letter from the GNIB and a copy of their stamped passport. Please note that the rejection letter issued by the GNIB will be evaluated by the college in order to assess grounds for any refund. All original letters issued by the college, along with the student's GNIB card, must be returned to the administration office before any refund can be processed. You must contact us within 14 days of refusal, otherwise we cannot process a refund. **25% of the fees will be charged as an administration fee in case of visa refusal.**

There is no automatic right to a refund of fees if at any time a student changes his/her mind about studying at the college.

If a student withdraws after the enrolment letter is issued, no refund will be given.

If we fail to run the stated course after commencement date, the fees will be refunded in full, without deducting administration fees.

Students who are found to have provided incorrect information, resulting in their visa being refused, will not be eligible for any form of refund.

While course commencement and completion dates are not expected to change, the college reserves the right to alter any previously detailed dates in order to facilitate or improve the provision of any course and any associated examination. Those changes will in no way affect the other terms and conditions of the student's contract with the college. Should a change be necessary, the college will not be liable to provide any form of compensation or refund.

### **Disability**

All students are required to inform the college of any disability or medical condition they have that may require special provisions to be provided by the college. A list of recommended support services for students with disabilities is included at the back of this Handbook.

### **Timetable**

Student timetable information is provided at Reception and will also be displayed on the notice boards. Please check this regularly as rooms and timetables may change from time to time during your course. All changes, where possible, will be advised in advance.

### **Work**



If you need a visa to study in Ireland, you are entitled to work up to 20 hours per week while you are studying, and up to 40 hours per week during holiday time (15<sup>th</sup> Dec – 15<sup>th</sup> Jan and June-September). You must be registered as a full-time student on a course leading to a recognised qualification.

You must be in possession of a valid GNIB card with Stamp 2, and must have applied for and received a PPS number prior to joining an employer. You will also be required to comply with the Universal Social Contribution, Pay Related Social Insurance, employment laws, and taxation requirements of the state.

An employer may ask you to provide evidence of your work availability. This letter can be requested from Reception.

Students from the EU may work without any special permission.

Please note that while you are allowed to work full-time, you may not take extra holidays to facilitate this. You must continue to attend classes, and organise your work schedule around this.

## Holidays



### **Holiday Policy**

Students enrolled in courses of 25 weeks are entitled to take up to 8 weeks of holiday. However, it is recommended that holidays are taken after the completion of the full course to ensure continuity of study and successful completion of all course components.

If you wish to take a holiday during your course, you must apply for permission by email. The college will respond within 48 hours, confirming whether your request has been approved or not. If you do not receive a response within this timeframe, it is your responsibility to contact the college to follow up on your request.

Please note that holidays do not count towards your required 375 hours of classes. As a result, your course end date will be extended accordingly.

Depending on the terms of your visa or contract, you may not be permitted to take holidays during your course.

### **Rules for taking holidays during the course:**

- Holidays cannot be taken during the first 8 weeks of your course.
- Students must maintain a minimum attendance of 85% to be eligible.
- A maximum of 2 weeks' holiday may be taken during the course.
- Holidays cannot exceed one-third of the total time studied at the time of the request.
- At least one week's notice must be given when applying. Requests with shorter notice will not be processed.
- Holidays cannot be requested retrospectively for classes already missed.

- Holidays must start on a Monday and end on a Friday. Midweek start or end dates are not permitted.
- Holidays cannot be taken during the final 2 weeks of the course.

**Important:** Students must not book flights or make travel arrangements before receiving official approval from the college. The college is not responsible for any financial loss or inconvenience resulting from a holiday request being denied.

In cases of illness or bereavement, exceptions to these rules may be considered. Supporting documentation must be provided to Reception in such cases.

## Attendance Policy



Attendance is a condition of your student visa. If you do not attend your classes, you may lose your permission to study and work in Ireland.

If you are unable to attend your class for any reason, you must contact the college on the first day and on each subsequent day, providing the reason for your absence. You must send your medical certificate by email to [medicalcert@dcedu.ie](mailto:medicalcert@dcedu.ie) and bring the original copy as soon as you return. The certificate must be submitted within one week of the date of your medical appointment. This is mandatory for all international students in order to comply with both college and GNIB requirements.

All students are required to maintain a minimum attendance rate of 85%. If your attendance falls below this requirement, disciplinary action will be taken, which may result in the termination of your enrolment.

- If your attendance falls below 85%, you will receive a verbal warning from the Director of Studies, followed by written confirmation.
- If your attendance does not improve, or falls below the requirement a third time, you will

receive a written warning.

If attendance does not improve, or falls a third time, you will receive a **final written warning** letter. At this point, you will have to attend a meeting and commit to not missing any more classes until the end of your course.

If attendance does not improve following this final warning, you may be expelled unless you can show a valid reason for non-attendance.

We are required to inform the GNIB of any student who misses 25% of their classes in the first 6 weeks of their course, and any student who cannot reach 85% attendance by the end of their course. We will also inform you of this.

In case of expulsion, notification will be sent to the GNIB. This may affect your permission to live and study in Ireland.

### **Attendance Records Policy**

For each class, we present an attendance register, which students are required to sign both before and after the break. These are filed in the office, and are used to calculate students' attendance on a weekly basis.

Any student arriving more than 15 minutes late for class is not permitted to enter in the first half of class and will not receive attendance. Students leaving class early will have their attendance for the second half removed. In cases of emergency, students may apply to the Director of Studies for permission to leave up to 15 minutes early and still retain their attendance. This will be granted on a case-by-case basis at the Director of Studies' discretion. ***Please note that work is not considered an emergency and cannot be given as a reason to leave early.*** You cannot arrive up to 15 minutes late or leave up to 15 minutes early on a regular basis – this allowance is for emergencies only.

The attendance register is a legal document. Students are not permitted to tamper with the attendance register in any way, to attempt to sign for a class they have not attended or have lost attendance for, or to sign on behalf of another student. As this is considered a criminal offence, doing so may result in expulsion. All cases of attempted forgery will be taken seriously and will be investigated fully.

It is absolutely forbidden for any staff member to request or accept money or gifts in exchange for altering the attendance record, and any such requests should be reported immediately. Likewise, any student making an offer of money or gifts in exchange for attendance will be subject to disciplinary procedures as above and may be reported to the GNIB.

DCE continually checks students' attendance records. Students not meeting the attendance criteria, as above, will receive up to three warnings reminding them that in order to comply with college and GNIB requirements, they are obliged to attend classes for 15 hours per

week. Students are advised that lack of adherence to the attendance policy will result in them being reported to GNIB and expelled from the college without refund.

### **Student Behaviour**



Students are expected to adhere to the following:

Although teachers are here to help students, please ensure you communicate courteously and respectfully any problems/issues you may be having in class, around the college, or administratively. Students using foul or abusive language will not be tolerated. Disciplinary action will be taken where necessary, and ultimately, student expulsion may ensue.

Students are required to turn their mobile phones to silent during classes, and not to use them again until after class finishes, unless they are on an official break. At the teacher's discretion, phones may be used to research something as part of the lesson.

Students may not record or photograph any part of the lesson without the express permission of the teacher and other students in the class. Students may not photograph the attendance list.

Students are expected to respect both teachers and classmates during classes at all times. Any student being disrespectful during class may be asked to leave the classroom, and if so, will lose attendance for that day. All episodes of this nature will be reported to administration and kept on the student's file for the remainder of their course. Students continuously found to be disruptive or abusive in class could ultimately be expelled from the college and reported to GNIB.

Students must speak English at all times.

### **Assessment Strategies**

Students complete in-class assessments every week, usually on Fridays, or Thursdays for afternoon classes. Assessments may include tests and/or communicative activities. These are designed to help you see your progress, and to help your teachers to guide your continuing study to fit your needs. Weekly assessments should be a positive and rewarding experience, and not a stressful one.

Students are assessed regularly, and their results contribute to their progression between levels in line with the CEFR.

There will also be a longer mid-course test and end-of-course test, which will help students and teachers to decide whether students should move to the next level, or continue at their current level.

### **Examinations**



All visa students are obliged to take an external examination at the end of the course. A full list of approved examinations is available from Reception. Your teacher will help you to prepare for the examination during class.

Any student who does not sit the external examination may be considered by the GNIB not to be a genuine student. In this case, they may be refused a visa renewal. However, the exam is still mandatory even if you do not intend to renew your visa. We will not issue you with any exit letter or certificate of attendance until you have taken the external examination.

Some examinations, such as the TIE exam, require students to have certain materials with them for the exam. If you turn up without these materials, you will not be permitted to take the exam. In this case, there will be no refund of your examination fee. Similarly, if you are turned away from an examination because you are too late, there will be no refund of the fee. Please arrive early.

### **Cheating and Plagiarism**

DCE will not tolerate cheating or plagiarism. Any student found doing so may be expelled.

*Cheating* includes:

- Bringing unauthorised material into an examination.
- Communicating with other students during an exam.
- Seeking to gain an unfair advantage in any other way.

*Plagiarism* is presenting someone else's work as your own. It includes:

- Copying information directly from the Internet or books without referencing the material.
- Working with one or more other people on an individual piece of coursework and submitting the joint coursework as your own individual effort.
- Copying another student's coursework.
- Paying someone else to do the work for you.

### **Guidelines for Terminating your Studies**

If you are unable to complete your studies within the agreed course time, for any reason, you should inform the college immediately. A course of action will then be advised. This will be dealt with on a case-by-case basis with reference to college and GNIB rules, and you must submit proof of any reasons given. You may only withdraw from your course in person, and not by email or text message.

### **Withdrawal of Student Status**

If you intend to withdraw from the course, you are strongly advised to seek advice before doing so. If you are studying in Ireland on a student visa, you should discuss this with the Director of Studies. In all cases, you must withdraw in person, before you leave the country, and not by text message or email. We will ask you to complete a Withdrawal Form, giving the reason for your withdrawal and the date when you wish to finish.

Visa students are not allowed to change to a different subject/class during their  
course.

### **Termination of Status as a Student**

If a student is expelled from the college, their status as a student will be

terminated. **Student Responsibilities**

Below are reminders of some of your key responsibilities. It is your responsibility to:

- Maintain your attendance at the college.
- Be aware of your timetable.
- Find out examination dates and locations and arrive on time for the exam. •  
Submit your coursework on time.
- Make sure you find out your exam results and details of how to resit failed exams. •  
Attend classes, weekly tests, and examinations.
- Advise administration of any changes to your contact information immediately.

### **Accidents**



All accidents must be reported so that the causes can be identified and action taken to prevent recurrence. Don't delay in reporting accidents, no matter how trivial they may seem at the time.

### **Complaints**

The college takes all complaints made against its staff or facilities very seriously. Should you have any problems or complaints, please speak to the Director of Studies or the office manager. If you do not know who these people are, please ask at Reception.

Formal complaints must be submitted in writing and will be dealt with by the office manager. Student complaint forms can be obtained from Reception.

### **Emergency Situations**

In an emergency, if it is necessary to leave the building, the alarm will sound. It is then necessary for all students to leave the building quickly and quietly, following the directions of the Fire Officer. Do not waste time in collecting personal belongings. When the emergency is over, the Fire Officer, along with any Fire Marshals, will supervise the students' re-entry into the premises. This is to ensure that theft does not occur to students' belongings.

### **Health & Safety**

- Do not bring food into the classrooms.
  - Smoking is not allowed in any part of the college.
  - Mobile phones must be put on silent and not used during classes.
  - Keep bags, coats, etc. away from the aisles and escape routes.
  - In the event of a fire or fire alarm, follow the displayed evacuation procedures.
- Be careful with your belongings. There may be thieves about.
- Keep the college premises tidy at all times.

Please note that personal belongings are the sole responsibility of the student. The college cannot be held responsible for any items reported lost or missing. However, students should report all incidents to their teachers as soon as discovered.

While the college makes every effort to ensure the health and welfare of students, it is important that each student also takes adequate steps to ensure their own health and safety is catered for.

If students have personal problems or difficulties settling in, please inform the Director of Studies, who will assist you in finding the help you need.

We will only tell your teachers about any problems you may be having if you give permission – sometimes you may find it will help if your teachers are aware of your difficulties, but your privacy and preferences will always be respected.

### **Computer Laboratory Codes of Practice**



The college will assign a login account for students during IT-related courses. Your computer login account is for your own exclusive use. Do not attempt to breach the security of any computer system unless it is part of coursework. Any attempt to breach such security will be treated very seriously by the college. Do not copy software from the college computers. Do not copy data or programs belonging to other students.

By enrolling with the college, you agree to be bound by the conditions of the college Code of Practice. You must not install and/or run any software on the network that can be accessed either internally or externally without permission. You must obey all instructions given to you by any member of the academic or technical staff and must refrain from making excessive noise.

If you are using a computer that has been booked for class use, please leave it as soon as you are requested to do so by the computing teacher/lecturer. At busy times, staff may log out any unattended computers after 15 minutes to free them for other users.

Games must not be played on the computers. Peer-to-peer file-sharing programs must not be downloaded or installed. Do not interfere or attempt to interfere with any aspect of the operation of the computer systems.

Contact staff if your files are reported as having viruses. The computer's virus application software will try to automatically detect viruses before they damage your work.

### **Software and Data**

The college has an extensive range of software and data, most of which is available for anyone to use.

Do not bring software or data into the college unless you can prove that it can be legally used in this way, and that its installation will not affect the college computing facilities. Remove any such software after use.

Do not use the college software or data for any non-educational or non-research purposes without first consulting a member of staff. Most of our licences prohibit commercial and consultancy work.

Do not copy or attempt to copy the college software or data from the computers or

networks without permission.

Do not interfere with files, user areas, printed output, etc., belonging to other students.

### **Computer Misuse Act 1990**

This Act makes it a criminal offence to attempt to access, use, or alter any computer data, programs or services to which you have not been granted authorised access. The attempt does not have to be successful for an offence to be committed.

### **Copyright, Designs & Patents Act 1988**

This Act makes the unauthorised copying, reverse engineering, amending, etc., of software illegal. In addition, users must comply with the terms of the software licenses.

You must not make copies of software, including media duplication, without first proving that you have a right to do so.

You may only scan small proportions of copyright text or images for private study and research. This can be placed on your own computer or on disks, but must not be used on Internet pages.

### **Disciplinary Procedures**

Failure to comply with the rules governing the use of the college's computer facilities may result in the temporary or permanent withdrawal of access to the facilities, and/or a recommendation to proceed through the college's disciplinary processes. Contravention of any of the Acts referred to earlier is a legal offence, which may also lead to expulsion from the college.

### **Data Protection**

Under no circumstances will we share any information that we collect with any third parties or websites. All the information you give us is completely private and used solely for processing your booking. If you give us permission to send you marketing emails, then we will use your email address for that purpose, but it is never sold or distributed to any other website or list.

Please note that GNIB may request certain information regarding visa students, and that we are obliged to provide such information. Information typically sought includes: attendance rate, course start and finish dates, status of course fees and method of payment, level of English, external examination booking and results, and weekly test results/participation. We must also provide your date of birth, nationality, and passport number to the GNIB when you enrol with us.

DCE complies fully with GDPR regulations and these may be viewed on our website

### If you are sick:

·Please give us proof of this. In case of illness,if the student is unable to attend classes, they must provide a valid medical certificate issued by a doctor registered in Ireland within one (1) week from the date of the medical appointment. The medical certificate must be submitted to the school by email at [medicalcert@dcedu.ie](mailto:medicalcert@dcedu.ie), in accordance with the school's established procedures. Upon returning to class, students are required to present the original copy of the certificate. Attendance records will only be updated if the medical certificate meets all the stated requirements.

### Holidays:

- If you travel outside Ireland on your holiday, please let us know.
- If you need to quarantine after returning to Ireland, please give us proof. • Remember that the status of different countries can change quickly. Always check before you travel.

Attendance meetings (1<sup>st</sup> and 3<sup>rd</sup> warnings) will be suspended for the present time, and these warnings will be emailed to you. If you wish to discuss your attendance warning, we can organise a phone or Zoom call.

Important: Groups of students will not be admitted to the office or Reception area for any reason. Please use email if you have a grievance and we will do our best to help you.

## **Additional Information**

To get the most out of your time at DCE, we strongly encourage and advise you to contribute actively in the classroom, to offer your opinion and insights freely, to listen openly and respectfully to each other, and to share cultural learning. By doing this, you will contribute to your own learning, and stimulate discussion, which will help you to develop your intercultural skills. If you have any ideas on information, activities and events which may contribute to the student experience in the college, please share them with us by telling your teacher or contacting Reception. This handbook should be read in conjunction with DCE policies and official agreements

### **Events & Activities**

Throughout the year, the college organises and hosts various cultural, social and academic events. Students are invited to actively contribute their own cultural background through information, songs, literature, food, dress, etc.

### **Student Advice Service**

The college offers advice and guidance on all areas, whether academic, personal, or financial. Ask your teacher or at Reception.

### **Academic Support**

The college helps students to develop and enhance their academic skills. English language support, academic writing, and study skills are an important part of the programmes on offer at the college. Please ask your teacher or at Reception if you have any questions about this service or if you have a request for assistance.

DCE provides academic and administrative support to students during their studies. However, services arranged by third parties, such as accommodation, travel or external services, are not the responsibility of the school.

### **Disability and Learning Support Service**

If you have a disability or a learning difference of any kind, the college can offer support and advice. Please contact Reception as soon as you arrive to ensure that any relevant supports can be put in place as soon as possible. A list of support organisations is included in this Handbook.

### **Emergency Services**

The emergency services in Ireland, such as Fire, Gardaí (police), or Ambulance services, can be contacted by dialling 999 or 112.

### **Fire Alarm**

If the fire alarm sounds, you must evacuate the building immediately via the nearest available fire exit. Comply with all directions given by fire wardens. Where possible, assist less able-bodied people to evacuate. Proceed to the fire assembly point for the building and remain outside until the all-clear is given.

### **Registration with the Immigration Authorities in Ireland**



Registration with the Irish immigration authorities applies only to students from outside the European Union or European Economic Area. Students who are nationals of EU/EEA member states can ignore this section. If in doubt, please check with the International Office.

After arriving in Ireland, all students from outside the EU/EEA and Switzerland must register with An Garda Síochána (the Irish police). Registering with immigration officials means appearing in person at the Garda National Immigration Bureau if you are in Dublin, or the District Headquarters in other Garda districts. At all times, students are required to have a valid registration certificate in the form of an Irish Residence Permit (IRP) card. The date by which you must register will be indicated by way of a stamp in your passport by the Immigration authorities at your point of arrival into Ireland. Please bear in mind that a visa only allows you to enter Ireland, and does not guarantee you a right to remain in the country, so you must register with the GNIB within the timeframe indicated.

Students entering the State through Northern Ireland, although not subject to border control upon entering Ireland, must present themselves to the local GNIB office within 7 days of arrival to have their passport stamped.

Garda National Immigration Bureau (GNIB), 13-14 Burgh Quay, Dublin 2

Tel: +353 1 6669100/+353 1 6669101

Email: [gnib\\_dv@garda.ie](mailto:gnib_dv@garda.ie)

### **Items for GNIB Registration**

When registering with the GNIB, you are required to present:

- A valid passport.
- An entry visa, where applicable.
- A student card or letter from the college, valid for the current academic year. • Evidence of financial support, to include one of the following: - copy of your Irish bank account statement showing a minimum of €4,500. - if you are in receipt of Federal Aid, a letter from your college stating this - if you are on a scholarship, a letter from the college confirming this
- Proof of your residential address in Dublin (e.g. a utility bill, letter from your landlord, or bank statement showing your address).
- A letter from the college indicating that you are a registered student and that full fees have been paid to the college.
- Evidence of private health insurance.

There is a Department of Justice & Equality charge of €300 each time you register. This can be paid by credit or debit card. No cash is accepted at GNIB. Immigration officers may provide you with a bank giro form for you to complete and return again with confirmation that it has been paid. You also need to pay again if you lose your IRP card, so please take care of it.

### **Opening a Bank Account**

Students from outside the EU are required to open a bank account in order to meet Immigration requirements.

Regardless of where you open a bank account, you are required to submit the following

information:

- Current address
- Official bank application form
- Official proof of address
- Passport or national ID

### **Applying for a Personal Public Services(PPS) Number**

Your PPS number is a unique identifier used in transactions with public bodies in Ireland. You must apply for a PPS number before entering into part-time or full-time employment in Ireland. You should contact your local Welfare Office to seek advice as to where you should apply for your PPS number.

A list of welfare offices can be found at [www.welfare.ie](http://www.welfare.ie).

Our team in Reception can help you to get to the nearest Welfare Office.

When you apply for your PPS number, there are a number of documents required to accompany your application:

- Passport
- Letter from your school
- Evidence of your address, such as:
  - Household utility bill
  - Official letter or document
  - Financial statement
  - Property lease or tenancy agreement
  - Employer's letter (verified)

All documents must show your name and address in Ireland. If you do not have official proof of address, please ask at Reception and we will assist you.

### **Accommodation**



Please allow yourself enough time to search for accommodation. 2 weeks is normally sufficient.

The most common options for students are:

- A *bedsit*: a single room with basic cooking facilities, a bed, and some additional furniture; bathrooms are usually shared.
- A *flat/apartment*: a kitchen, living room (possibly combined), bathroom, and one or more bedrooms.
- A *house* shared with other people, with bills divided.

In all cases, rents are usually payable monthly and in advance.

At the beginning, you pay a deposit of one month's rent, which is refunded when you leave, provided that you have not caused any damage to the premises.

The normal length of a lease is 9-12 months. If you break a lease without notice or if you do not adhere to the terms of the lease, you will lose your deposit. Notice of one month should be given before you leave.

*Useful websites:*

[www.daft.ie](http://www.daft.ie)

[www.gumtree.ie](http://www.gumtree.ie)

We can recommend temporary accommodation. Please ask at  
Reception.

### **The Irish Healthcare System**



Health and personal social services are delivered by the Health Service Executive (HSE),

through medical professionals and hospitals, and through a network of local health centres and clinics at community level.

Access to hospitals is through your GP or Accident & Emergency Services.

Visa students must have medical insurance.

Non-visa students from the EU are entitled to medical treatment without charge when they present the EHIC card.

### **The Euro**

The Euro consists of the following coins and banknotes:

Coins – 1 cent, 2 cent, 5 cent, 10 cent, 20 cent, 50 cent, 1 euro and 2 euro.

Notes - €5, €10, €20, €50, €100, €200 and €500.

Many shops no longer issue 1 and 2 cent coins in change.

If you plan to travel outside Ireland during your time at DCE, please check the currency and exchange rate before you go, as not every European country uses the Euro.

### **Mobile Phones**



Here are the websites of mobile phone providers in Ireland.

[www.lycamobile.ie](http://www.lycamobile.ie)

[www.vodafone.ie](http://www.vodafone.ie)

[www.meteor.ie](http://www.meteor.ie)

[www.postfone.ie](http://www.postfone.ie)

[www.three.ie](http://www.three.ie)

[www.tescomobile.ie](http://www.tescomobile.ie)

Remember to keep your mobile phone silent in class!

### **Postal Service**

An Post provides the postal service in Ireland. Information can be found at

[www.anpost.ie](http://www.anpost.ie) **Weather**

Ireland has a temperate climate with summer temperatures ranging from 16-24°C. In winter, the temperature rarely drops below freezing, but the winters can be quite damp. Further information can be found at [www.met.ie](http://www.met.ie)

### **Shopping**

Here is a quick guide to the most common shops and supermarkets:

*Supermarkets:* Aldi, Lidl, Tesco, Dunnes Stores, Supervalu

*Smaller food stores:* (These tend to be more expensive) Eurospar, Spar, Centra, Mace,

*Londis Household wares:* Dunnes Stores, Penneys, IKEA

*Clothes:* ILAC Centre, Stephen's Green Centre, Henry Street, Grafton

Street

### **Heritage Card**

If you want to visit sites of historical interest throughout Ireland, the Heritage Card may be of interest to you. The Office of Public Works manages a number of Heritage Sites in Ireland and provides a Heritage Card, allowing a reduced student rate. The card is valid for one year. Information can be found at [www.heritageireland.ie](http://www.heritageireland.ie)

### **Personal Safety**

We want you to be safe, and would like to remind you to take the following basic precautionary measures.

- Walk in pairs, if possible, especially after dark.
- Don't carry large amounts of cash with you.
- Keep your personal belongings near you when in public places.
- Make copies of your passport and ID and keep them in a safe place. •

Don't walk alone in unfamiliar places at night.

- If anything happens to you, report it to your local Garda station immediately. You can contact the Gardaí by calling 999.

### **Transport**



A Leap Card is a smart card that can be used to pay for public transport in Dublin. It can be used on Dublin Bus, DART, Luas, and commuter rail services around Dublin. Fares are cheaper when using a Leap card. You can buy it at a train station or from [www.leapcard.ie](http://www.leapcard.ie) and top it up at any train station or newsagent.

You can get a Student Leap Card and avail of special rates if you bring your application form to Reception for us to sign and stamp. They may also ask for a letter to prove you are a student.

**DART** (Dublin Area Rapid Transit): This is the train system that serves the Dublin area from the north to the south. See [www.irishrail.ie](http://www.irishrail.ie) for timetables.

**Iarnród Éireann:** This is Ireland's rail system. Irish Rail operates services to cities from Connolly Station and Heuston Station. See [www.irishrail.ie](http://www.irishrail.ie) for details.

**Bus Éireann:** This is the official Irish bus company, which serves all major cities and towns in Ireland. Buses leave from Busáras, in the city centre of Dublin. See [www.buseireann.ie](http://www.buseireann.ie) for timetables and fares.

**Luas:** This is Dublin's tram system. There are currently two lines serving the city centre and the suburbs. See [www.luas.ie](http://www.luas.ie) for information.

**Taxis:** Taxis are available on call, via apps, or from officially marked taxi ranks across the city. Before you get into a taxi, make sure it has a licence and check that the meter is turned on.

**Student Travel Card:** Students who hold a travel card can benefit from great discounts on travel and other services. See [www.studenttravelcard.ie](http://www.studenttravelcard.ie) for details.

**Dublin Bus:** For information about buses around the city of Dublin, see [www.dublinbus.ie](http://www.dublinbus.ie)

## **Useful Websites**



**We hope that you will find the following list of websites useful.**

- Citizen's Information Board [www.citizensinformation.ie](http://www.citizensinformation.ie) – public services advice. •
- Irish Council for International Students [www.icosirl.ie](http://www.icosirl.ie) – help for students. •
- Directory Enquiries [www.118.ie](http://www.118.ie) – to find any phone number you need. •
- Dublin Airport [www.dublinairport.com](http://www.dublinairport.com) – flight information
- Dublin Tourism [www.visitdublin.com](http://www.visitdublin.com) – information on tourist attractions •

Irish Naturalisation and Immigration Service [www.inis.gov.ie](http://www.inis.gov.ie) – visa matters •

Mater Hospital [www.mater.ie](http://www.mater.ie)

• D-Doc [www.northdoc.ie](http://www.northdoc.ie) – after-hours GP service

• Beaumont Hospital [www.beaumont.ie](http://www.beaumont.ie)

• St James' Hospital [www.stjames.ie](http://www.stjames.ie)

• Royal Victoria Eye & Ear Hospital [www.rveeh.ie](http://www.rveeh.ie)

• St Vincent's Hospital [www.stvincents.ie](http://www.stvincents.ie)

• Dublin Dental Hospital [www.dentalhospital.ie](http://www.dentalhospital.ie)

• VHI Swiftcare [www.vhi.ie/swiftcare](http://www.vhi.ie/swiftcare) - medical insurance

• National Museum of Ireland [www.museum.ie](http://www.museum.ie) – info on all our museums •

Irish Museum of Modern Art [www.imma.ie](http://www.imma.ie)

• Gate Theatre [www.gate-theatre.ie](http://www.gate-theatre.ie)

• Abbey Theatre [www.abbeytheatre.ie](http://www.abbeytheatre.ie)

• National Concert Hall [www.nch.ie](http://www.nch.ie) – for musical concerts

• Ticketmaster [www.ticketmaster.ie](http://www.ticketmaster.ie) – to buy tickets to events

### **Places to Visit**



Why not visit some cultural or touristic sites while you're in Dublin? We have put together the following list to help you to decide where you'd like to go.

- **Dublin Castle** was founded in 1204 and contains museums, cafes, a conference centre, gardens, Government buildings, and the most important State rooms in the country.
- **The National Gallery of Ireland** has an extensive collection of Irish and European art.
  - **The Hugh Lane Gallery** is the first known public gallery of modern art in the world.
  - **The Garden of Remembrance** is a memorial garden with a beautiful statue of the Children of Lir, a famous Irish legend.
- **The Irish Museum of Modern Art** is housed in the finest 17<sup>th</sup> century building in Ireland, and has an extensive collection of contemporary art.
- **The National Botanic Gardens** hold around 20,000 living plants and millions of specimens of dried plants.
- **Collins Barracks** is a museum housed in a former military barracks. It is famous because the leaders of the 1916 rebellion were imprisoned here. It has a large exhibition about the rebellion, and many other things.
- **The National Wax Museum** is a snapshot of Irish cultural heritage with a modern twist.

- **Phoenix Park** is one of the largest walled city parks in Europe and is home to a herd of wild deer.
- **Dublin Zoo is inside Phoenix Park** and is one of Dublin's most popular attractions. • **Christ Church Cathedral** is the oldest of Dublin's two cathedrals.
- **Dublinia** is an exhibition that shows you what life was like in Viking and in medieval times in Dublin.
- **Glendalough** is a beautiful glacial valley in Co. Wicklow, where you can see an early monastic city and a Round Tower.

Would you like to visit one of these places with your class? Talk to your teacher and we'll organise it.



### **Recommended Services for Students with Disabilities**

**NDA** (National Disability Authority) – promotes and helps secure the rights of people with disabilities: [www.nda.ie](http://www.nda.ie)

**DFI** (Disability Federation of Ireland) – provides support for disability organisations in Ireland: [www.disability-federation.ie](http://www.disability-federation.ie)

**Inclusion Ireland** – provides support for people with intellectual disabilities and their families: [www.inclusionireland.ie](http://www.inclusionireland.ie)

**Child Vision** – supports the educational needs of students up to 23 years old with visual disabilities: [www.childvision.ie](http://www.childvision.ie)

**National Council for the Blind of Ireland** – provides support and services for the blind and vision impaired: [www.ncbi.ie](http://www.ncbi.ie)

**Irish Deaf Society** – provides support for people with hearing impairments and their families: [www.irishdeafociety.ie](http://www.irishdeafociety.ie)

**DAI** (Dyslexia Association of Ireland) – provides support and advocacy for people with dyslexia: [www.dyslexia.ie](http://www.dyslexia.ie)

**Autism Ireland** – provides support and advocacy for people with autism: [www.autismireland.ie](http://www.autismireland.ie)

**Sensory Processing Disorder Parent Support** – provides support for people with SPD, their families, and their teachers: [www.sensoryprocessingdisorderparentsupport.com](http://www.sensoryprocessingdisorderparentsupport.com)

### **Other Support Services:**

**Pieta House** – provides support and runs a helpline for people with suicidal thoughts or who

have been affected by suicide: [www.pieta.ie](http://www.pieta.ie)

**Aware** – provides support and runs a helpline for people with depression: [www.aware.ie](http://www.aware.ie)

**ShoutOut** – provides support for members of the LGBT+ community in schools, and offers workshops to help schools to provide the right support: [www.shoutout.ie](http://www.shoutout.ie)

**LGBT Helpline** – provides support and runs a helpline for members of the LGBT+ community: [www.lgbt.ie](http://www.lgbt.ie)

**ICOS** (Irish Council for International Students) – provides support and advocacy for international students, especially with regard to schools and immigration regulations: [www.icosirl.ie](http://www.icosirl.ie)



Thank you for taking the time to read this handbook. We hope you will enjoy your time with DCE.

If you have any questions or need information not contained in the handbook, please don't hesitate to ask at the reception or in the office.

In the event of an update in rules or policies mentioned in this handbook, you will be informed by email or in class.

