



Ollscoil Chathair  
Bhaile Átha Cliath  
Dublin City University

# English Language Programmes

Operations Information

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# Airport Transfers - Groups

We offer airport transfers from Dublin Airport to DCU as standard for Group Programmes. A DCU staff member will meet your group upon landing at Dublin Airport and assist with your transfer to Dublin City University.

Please note that we require all students to travel to Dublin on the same flight in order to arrange a group transfer.

## TRANSFER TO HOST FAMILY ACCOMMODATION

**The following itinerary applies to students who are staying in DCU Host Families**

1. Arrive at Dublin Airport 2. Collect your luggage 3. Our representative will be waiting for you in the Airport 'Arrivals Area' 4. Meet our representative. He/She will be wearing a DCU branded blue t-shirt and holding a DCU sign	5. The representative will take you by Private Coach to DCU 6. Arrive at DCU Campus 7. Your host family will collect you from DCU campus (our staff will remain with you until your host family arrives) 8. Arrive at your Host Family's home
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## TRANSFER TO DCU CAMPUS RESIDENCE

**The following itinerary applies to students who are staying in DCU Residences**

1. Arrive at Dublin Airport 2. Collect your luggage 3. Our representative will be waiting for you in the Airport 'Arrivals Area' 4. Meet our representative. He/She will be wearing a DCU branded blue t-shirt and holding a DCU sign	5. The representative will take you by Private Coach to DCU 6. Check in at DCU Campus Residence Reception
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\* the above itineraries are subject to change

## Assistance Phone Service

We provide an out-of-hours (weekday evenings and weekends) phone response service for students. The service ensures that students who experience an urgent or unexpected difficulty outside office hours can receive support and advice over the phone. You can also reach our assistance phone number through WhatsApp.

The Assistance Number is +353 85 185 7060.

# Airport Transfers - Individual Students

We offer airport transfers for individual students from Dublin Airport to DCU Accommodation for an additional fee. In order to arrange this service we require students to complete our 'Airport Transfer Form' with their relevant flight details.

DCU staff will send an airport transfer confirmation to your email address 2-4 working days before your arrival to Dublin.

## TRANSFER TO ACCOMMODATION

**The following itinerary applies to students who are staying in DCU Host Families, DCU Campus Accommodation or privately arranged accommodation**

<ol style="list-style-type: none"><li>1. Arrive at Dublin Airport</li><li>2. Collect your luggage</li><li>3. A driver will meet you in the arrivals area of Dublin Airport</li><li>4. <u>For Terminal 1 arrivals</u>, the meeting point is the AMT Coffee Stand in the arrivals hall <u>For Terminal 2 arrivals</u>, the meeting point is the Yellow Sculpture as you come through arrivals</li></ol>	<ol style="list-style-type: none"><li>5. Please make sure that your mobile phone is turned on and that data roaming is enabled so that the driver can contact you if needed</li><li>6. Driver will escort you to your accommodation by private transfer</li></ol>
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\* the above itinerary is subject to change

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We provide an out-of-hours (weekday evenings and weekends) phone response service for students. The service ensures that students who experience an urgent or unexpected difficulty outside office hours can receive support and advice over the phone.

Please note, you can also reach our assistance phone number through WhatsApp. If you need assistance, feel free to message us and we will respond as soon as possible.

The Assistance Number is +353 85 185 7060.

# Alternative Transfer Option for Individuals Students

## Transfer from Dublin Airport to DCU & DCU Accommodation

We recommend that individual students take a taxi from Dublin Airport to DCU or DCU Accommodation. **This transfer option is not provided by DCU.**

Taxis are available from the forecourts directly outside Terminal 1 and Terminal 2. Passengers should follow taxi signage to the designated taxi ranks. A taxi dispatcher is available at either taxi rank if you require any further information or assistance.

Please provide details to your taxi driver of your destination (i.e. to DCU or the address of your DCU Host Family) before your journey starts.

DCU Glasnevin campus is located 7km from Dublin Airport with a travel time around 15 minutes.

All licensed taxis are obliged to display passenger information including rights and responsibilities and fare information, which will be supplied by the Commission for Taxi Regulation, in the front and back of the vehicle. All licensed taxi drivers must display their driver identification card in clear view of the customer.

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Please note, you can also reach our assistance phone number through WhatsApp. If you need assistance, feel free to message us and we will respond as soon as possible.

The Assistance Number is +353 85 185 7060.

# Meet Amy Nakamura

## Operations Coordinator at DCU International Academy

Amy Nakamura is a dedicated and friendly member of the DCU International Academy team. As an Operations Coordinator, she plays a vital role in ensuring that our adult students have a fulfilling and enjoyable experience during their stay.



**Amy Nakamura**  
Operations Coordinator  
Email: [dculs.student-services@dcu.ie](mailto:dculs.student-services@dcu.ie)

Her main responsibilities include organising various social and cultural activities for our adult students, designed to help them connect with each other, and experience the rich culture of Ireland.

In addition, Amy serves as a helpful resource for students, addressing their day-to-day enquiries and providing assistance whenever needed. Her role involves close collaboration with our Accommodation Department, Activity Leaders, and other support services.

Amy is a fluent speaker of Japanese, as she was born and raised in Japan, to Japanese and Irish parents. This unique background enables her to connect with students from Japan communicating with them in both Japanese and English and help them overcome any language or cultural barriers they might encounter.

Students are encouraged to approach Amy for any concerns or doubts they may have about their stay in Ireland.

# DCUIA Assistance Phone Number

The welfare of our students is of prime importance to DCU International Academy. We want to assist students in every way possible and ensure their experience is as positive and enriching as possible- educationally, culturally, and socially.

## The Student - Assistance Phone Service

We provide an out-of-hours (weekday evenings and weekends) phone response service for students. The service ensures that students who experience an urgent or unexpected difficulty outside office hours can receive support and advice over the phone. Please note, you can also reach our assistance phone number through WhatsApp. If you need assistance, feel free to message us and we will respond as soon as possible.

The advice will help the students take the necessary steps to resolve the situation.

**The Assistance Number is +353 85 185 7060**

**Before using the assistance phone service, please consider the following options to help you:**

- If you have questions at any point during your programme, please visit our reception and speak to our staff. Alternatively, you can call our reception at +353 1 700 5678.
- If you are staying with a host family, they may be able to advise you or help you with your difficulty or arrange the specific assistance you require.
- If you are staying in campus residence, the residence staff may be able to assist you.

**NOTE:** The Assistance Phone Service is an advice service only. The person answering your call will not travel to where you are. Your network provider may charge you for the call.

The Assistance Phone Service is NOT for serious medical, security or domestic emergencies. In the event of emergencies:

In the event of emergencies:

- Call the national emergency services number: 112 or 999:
- The Emergency Services include the Police (GARDA), Fire Service and Ambulance Service and the number is FREE from all phones, including mobiles.

### **DO use the assistance number if**

- The issue is urgent and cannot wait until our offices are open.
- You have a security problem.
- You cannot access your normal accommodation for unexpected or unexplained reasons.

### **DO NOT use the assistance number if**

- The issue is non-urgent and can wait until the company offices are open.
- You can quickly get help from your host family or from campus residence staff.
- You want general information.



# Campus Residences for Adult Students

Thank you for choosing to stay at DCU Campus Residence accommodation as part of your programme at Dublin City University. In this document we will provide important information about your accommodation and services provided.

## Your Accommodation

Adult students are placed to a single or twin bedroom at DCU Campus Residences. If you are attending DCU as part of a group programme, you will be placed to a single or twin bedroom. All bedrooms have a private bathroom and Wi-Fi.

## Meals

You will share a kitchen and living area with 4 other bedrooms in the apartment, and cooking facilities, a refrigerator and eating utensils are provided. We confirm your booking is offered as self-catering, so you are responsible for the arrangement of your own meals. You can choose to cook your own meals in the apartment, or you can choose to eat at one of our restaurants on campus (fees apply).



### Check-In and Check-Out Times

- Check-In is from 15.00hrs onwards on day of arrival.
- Check-Out is at 10.00hrs on the day of your departure.

### Check-In Location

Your accommodation is located on DCU Glasnevin Campus, which is 7km south of Dublin Airport (15 minutes approximately by car) and about 6.5km to the north of Dublin City Centre.

**The Check-In location for DCU Campus Residences is inside the DCU Sports Complex building** - *Click here to see the location.*

### Please Note:

- If you arrive to DCU between 07.30-23.00hrs Check-in is at DCU Campus Residences Reception, which is located within the DCU Sports Complex building.
- If you arrive to DCU after 23.00hrs, Check-In is at the security hut, which is also located inside DCU Sports Complex building.



### What is Provided in your Bedroom / Apartment

- Linen, towels and toilet paper.
- Wi-Fi.
- Regular change of bins, toilet paper replenishment and weekly towel change.
- Cooking equipment, a refrigerator and eating utensils are provided in the shared kitchen area.
- There is a laundry room on campus (self-service), and the cost for a 'wash and dry' is €5.50.
- Also, 24-hour security is provided at DCU Campus Residences.

Please note that hair dryers are not provided. For charging devices, please note that Ireland uses 'Plug Type G' (plug that has three rectangular pins in a triangular pattern). If you are travelling from a country that does not operate Plug Type G, please arrange a plug adaptor in order to charge your device in Ireland.

### Campus Facilities & Virtual Campus Tour

A wide range of services are available on our campus, including supermarket, bar, pharmacy, sports centre, library, theatre, physician and bus stops.

- *Click here to see our campus map*
- *Take a Virtual campus Tour*

### For Feedback

If you have any questions or feedback during your stay, please liaise with DCU Campus Residences reception. For questions in advance of your arrival to DCU, please email [hf@dcu.ie](mailto:hf@dcu.ie).

### Emergency Contact Number

We operate a 24 hours Emergency Assistance Telephone Number, which is **+353851857060**. Please save this number to your telephone. When calling this number, please state your name, and your DCU Student ID, and our staff can assist you.

Please contact this number only in the event of an urgent issue. If the issue is not urgent, please contact our staff on the next working day at reception.



**Why not take a virtual tour and explore what living on campus at DCU looks like?**

*Click here* and explore it all from the comfort of your own screen.

# Certification for Students

Each student who attends a programme at Dublin City University will receive a certificate of programme completion (subject to the student meeting minimum attendance requirements).

## The Certificate

Certificates are issued to students on the final day of tuition at DCU. Duplicate copies of certificates can be sent to the programme organiser (partner institution or organisation) upon request.

We detail the following information on certificates:

- Student name
- Student ID
- Course attended
- Commencement date and completion date
- Level of English achieved upon completion of programme

A sample student certificate is shown here:



# Orientation First Day

New students should arrive at DCU at 08:40am on the first morning of their programme. The meeting point for new students is The Helix Theatre on campus. To view the location [click here](#).

## Induction Programme

Activity	Time	Place
Opening Session	08:40 - 09:00	The Helix
Meet and Greet & Orientation Day Overview	09:00 – 09:15	Orientation Room
Class & Course Book Allocation	09:15 – 09:45	Orientation Room
Induction	09:45 – 11:00	DCU Campus
Break	11:00 – 11:15	DCU Campus
Join Class	11:15 – 13:00	Orientation Room
Lunch Break (lunch not included)	13:00 – 13:55	The Helix, The Restaurant
DCU Campus & Dublin City Walking Tour	14:00 – 17:00	Outside the DCUIA Office

If you have questions at any point during your programme, please visit our reception and speak to our staff. Alternatively, you can call our reception at +353 1 700 5678.

We also provide an out-of-hours (weekday evenings and weekends) phone response service for students. The service ensures that students who experience an urgent or unexpected difficulty outside office hours can receive support and advice over the phone. The Assistance Number is +353 85 185 7060.

# Health / Hospital Insurance

## Information for EU Nationals

Students from EU Member States in possession of the European Health Insurance Card (EHIC) are entitled to public health services in Ireland. The EHIC card is available from the health authorities in your home country. For further information and information on your entitlements to healthcare while in Ireland, please see the *European Health Insurance Card website*.

## Information Non-EU Nationals

Due to regulations of the Garda National Immigration Bureau (GNIB) non-EU / EEA students are required to obtain Health or Hospital Insurance cover to provide for their stay in Ireland (if more than 90 days). DCUIA offers 'Personal & Medical Insurance' to students which meets with the requirements of GNIB.

Alternatively, you can purchase insurance in your home country, however you will need to ensure that it is valid in Ireland and in any other countries you plan to travel to. There are different levels of private health insurance available. Students are advised to read their policy documents carefully. The GNIB require that, if you have health insurance from your own country it must cover you up to €25,000 for in-hospital treatment.

**Personal & Medical Insurance for Students – Arranged by DCUIA** Students can arrange Personal & Medical Insurance through DCUIA at the time of booking their English course. Personal & Medical Insurance provides insurance for medical expenses incurred while students are staying in Ireland. The cost of Hospital Insurance is €140, and is valid for up to 8 months. Our Personal & Medical Insurance policy is valid for the purposes of Student visa requirements for Ireland (please refer to the downloads section).

## Hospital Insurance is provided by GuardMe International Insurance

GuardMe International Insurance is a medical expenses insurance policy available to students travelling to Ireland from overseas, to undertake a course of study at an approved educational establishment.

The policy provides cover for medical expenses incurred whilst in Ireland arising from any accident or any illness requiring hospitalisation to a limit of €1,000,000 during the period of insurance. The premium is €140 for up to 8 months. GuardMe does not provide cover for any pre-existing illness known to the insured person at the time of purchase.

### Downloads

- *Guard.me – Travel Insurance Policy Wording (2023)*
- *Insurance Product Information Document- Ireland (2023)*

### Insurance Policy Details

Insurance Provider	GuardMe International Insurance
FAQ's	<a href="http://www.guard.me/faqs">www.guard.me/faqs</a>
Video Tutorials	<a href="http://www.guard.me/video_tutorials">www.guard.me/video_tutorials</a>
Claims Reimbursement	<a href="http://www.guard.me/claimsreimbursementcard">www.guard.me/claimsreimbursementcard</a>
To Purchase	To include an Insurance Policy as part of your booking, please select 'Yes' in the Personal & Medical option field when applying for an English Course at <a href="http://www.english.dcu.ie/apply">www.english.dcu.ie/apply</a>



# Host Family Accommodation Introduction

If you choose to stay with a host family during your language course at DCU, you will experience Irish culture by living as a member of an Irish family. The following information will give you an insight into what you can expect and what will be expected of you by your host family home.

## 1. Location

Host family homes are generally located on a direct bus route to DCU.

Note: travel to the university may take up to 1 hour due to traffic constraints at peak periods and may require more than one bus.

## 2. Access

You will be given a key of the house. Visitors are not allowed in your host family's home unless you have made a prior arrangement with your host family. Visitors are not permitted into your bedroom or to stay overnight

## 3. Security

It is of paramount importance that you respect the security requirements of the homeowner. Front doors must be closed and locked when you leave the house. You should always let your host family know in advance either by text message or phone call if you do not plan to return home for dinner or are running late. Communication is key!

## 4. House Rules

Your bedroom will contain a bed, wardrobe space for your clothes and, in most cases, a study desk. If a desk is not available in the bedroom, one will be made available to you elsewhere in the home.

There may or may not be a lock on the bedroom door. Your host family will not enter your room without your permission, apart from for regular cleaning of the room. You should also respect the privacy of your host family, and the house rules. The host family will change your bedclothes once per week and replace them with clean ones.

## 5. Laundry

The host family will give you access to the family laundry schedule. Laundry is usually done once a week.

## 6. Internet

The host family will give you free access to the Wi-Fi at their home.

## 7. Food

Irish families enjoy a range of cuisine! The host family will provide breakfast and dinner from Monday to Friday by including you in the family's main meals. Lunch is also provided on the weekends – you should let your host family know if you do not plan to have lunch at home. By sharing mealtimes, you will experience Irish culture and food.

### Dietary Needs

We can accommodate dietary requirements and medical conditions subject to availability. Please contact us in advance of your arrival to advise us of your requirements. If you do not advise us of your requirements we will assume that you do not have any. A surcharge of €25 per week applies for students with special dietary requirements.

## 8. Standards

All of our host families have been visited by a member of our Accommodation team to ensure that the high standards we expect are met.

## 9. Cultural Differences

There are a number of cultural norms in Ireland of which you should be aware. You will learn some of these as you spend time with your host family. Irish bathrooms are not “wet rooms”. They may not be fully tiled therefore you should be careful to keep water within the shower enclosure and not to wet the entire bathroom.

In Ireland, water conservation is observed but not critical. Some toilets have a “dual flush” option which provides a small flush and a large flush. You should always flush the toilet after every use. In addition, showers are generally kept short. Please do not spend more than 10 minutes showering.

Cooking utensils, cutlery and dishes are always washed after every use. The majority of Irish families use a dishwasher and all items are placed in the dishwasher after use.

Irish families consist of a mixture of single adults, married couples and long-term partners. Some families have children, some do not. Some families have pets and some do not.

## 10. Enjoy the Irish Experience

To create the most enjoyable experience during your stay with a host family, we encourage you to actively participate in family life. Use your time with the host family to practise your English language skills and to learn about Irish culture.

Irish people are known for being friendly and welcoming so most importantly, enjoy your stay!

## 11. Communication

The lines of communication for the host family are as follows:

If you are experiencing a daily routine problem, you should immediately speak to your host family to try and resolve the issue. If you are having a problem with your Host Family, please contact our accommodation office on +353 1 700 5552. This number can be contacted, Monday to Friday between the hours of 09:00 and 16:30.

In urgent circumstances please call our emergency number +353 85 185 7060 and a member of staff will be able to advise you further.

## DOs of staying with a Host Family

- Familiarise yourself with the house rules.
- Treat everyone with respect.
- Only bring a visitor to your host family's home if you have made a prior arrangement with your host family.
- Always tell your host family where you are going and when you will return.
- Doors must be closed and locked when you leave the house. Switch on the alarm (if provided).
- Let your host family know by text or phone in advance if you plan not to return home for dinner or are running late.
- Communicate any medical illness or issues.
- Respect shower / bathroom schedule.
- Include your clothes with the family laundry.
- Always carry emergency contact details with you.
- Always flush the toilet after every use.
- Advise us of any special requirements you have.
- Enjoy the Irish Experience.

## DO NOTs of staying with a Host Family

- Ignore the Host Family's rules.
- Allow visitors into your bedroom.
- Allow visitors to stay overnight.
- Drink alcohol.
- Be afraid of embarrassing yourself when it comes to speaking English. Your Host Family want to help you.
- Use Wi-fi to download games, movies, adult material, or large files.
- Wet the entire bathroom.
- Forget to turn off the lights.

# Host Family Contingency Arrangements

## Contingency Arrangements in event of sudden unavailability of placement

DCU International Academy engages with local families to provide accommodation and a “home away from home” for international students while they are studying at DCU IA.

DCU IA Host Families enjoy receiving international students, who add to their home through participation and by introducing elements of their culture into family life.

## Contingency Arrangements

DCU IA will send details of Host Family placements to group organisers / students at least 7 days in advance of arrival to Ireland.

On very rare occasions a Host Family may need to withdraw from receiving their allocated student due to unforeseen circumstances – e.g. personal reasons, illness, bereavement etc. Such instances are very rare but can occur from time to time, and can occur at very short notice.

Group organisers and students should be aware that DCU IA retains a number of “back-up” Host Family placements and bedrooms at our residence to provide a contingency accommodation placement in the event of sudden unavailability of an original placement. Thus in the event of the occurrence of a sudden withdrawal of a Host Family we will arrange a replacement accommodation option for the affected student of an equivalent level.

DCU IA will maintain clear communication with group organisers / students in such circumstances, and our 24/7 Emergency Assistance number +353 85 185 7060 is staffed at all times for advice or consultation.

# Host Family Process of Selection and Student Placement

DCU International Academy engages with local families for the provision of accommodation services for our students. At present over 1,000 local Host Families receive students from us.

Host Families undergo a stringent initial assessment and quality review process. Procedures include an initial house inspection and police-checking of house inhabitants (to ensure suitability). Follow up visits may be arranged on an ad hoc basis to ensure required standards of care and building upkeep are met. We also solicit regular feedback from students to ensure that their experience is an enjoyable one.

## Student and Host Family Preferences

At application stage we ask students to specify their 'preferences' for accommodation placement, and often receive requests such as "no pets", "a family with young children", "an older host family" and "non-smoking". We endeavour to accede to such requests where possible.

It should be noted that many Host Families will also express preferences regarding the profile of student that they wish to receive. As an example some families will express a preference to receive only adult students (and not young learners), a preference for one gender type or a preference for short-stay students (and not students seeking a long term accommodation placement).

Upon receipt of a student application our accommodation team will seek to match the preferences of a student with the preferences of available host families. The accommodation team tends to place incoming students to Host Families who have received students of a similar profile (age, gender, nationality) in the past – e.g. if a Host Family has received Japanese adult students in the past we will seek to place incoming adult students to that family. This may not always be possible.

## **Our Criteria / Matching Process for Student-Host Family Placement is as follows (ranked in order of importance):**

1. **Does the host family meet the preferences/requirements of the student?** (e.g. pets, smoking, suitability to receive student profile type, previous experience of receiving student profile type).

## 2. Proximity of host family home to DCU

It is the preference of DCU to place students to Host Family homes located in close proximity to DCU. However, this factor is superseded by family suitability, experience hosting student profile type and other factors.

A suitable Host Family placement is the foundation for a successful student experience of DCU and Ireland, and our experienced accommodation team follows a methodical process in pursuit of achieving this.

DCU IA places students to Host Family accommodation in the following neighbourhoods:

- Ayrfield
- Artane
- Beaumont
- Ballymun
- Cabra
- Charlestown
- Clonshaugh
- Clontarf
- Coolock
- Drumcondra
- Finglas
- Glasnevin
- Hampton Wood
- Killester
- Marino
- Phibsborough
- Raheny
- Santry
- Swords

# Issuing of Accommodation Placement Information

DCU International Academy Accommodation Department oversees the placement of students to Host Family and Residences, and looks forward to providing an efficient and accurate service to incoming students.

## Accommodation Placement Information

It is the policy of DCU IA to issue accommodation placement details to group organisers / students 7 days in advance of the arrival of students to Ireland, though in many cases information may be issued earlier than this.

Upon receipt of accommodation placement information incoming students are invited to make contact with their assigned Host Family by email to make an introduction in advance of travel to Ireland. Students staying at Residence or Hotel accommodation are not required to make contact with these providers in advance of arrival.

The DCU IA "Confirmation of Accommodation Placement Document" contains information in detail about the accommodation provider including name(s), address, telephone, email and Eircode. The document also contains profile information about the accommodation provider – in the case of Host Family accommodation details will be provided about the home, family members, distance from DCU, family hobbies etc. In the case of Residence or Hotel accommodation general details will be provided.

A sample accommodation placement document is outlined below:

DCU International Academy  
Accommodation Department

Location: [Address]  
 Tel: [Phone Number]  
 Email: [Email Address]  
 Eircode: [Eircode]

DCU International Academy  
 100 St. James's Street  
 Dublin 8, Ireland

Dear [Student Name],

Thank you for offering to accommodate one of our students. Details are confirmed as follows:

**Student Placement Information**  
 Student Name: [Student Name]  
 Student ID: [Student ID]  
 Student Address: [Student Address]  
 Student Phone: [Student Phone]  
 Student Email: [Student Email]

**Accommodation Details**  
 Provider Name: [Provider Name]  
 Address: [Address]  
 Telephone: [Phone Number]  
 Email: [Email Address]  
 Eircode: [Eircode]

**Additional Information**  
 The student will be staying at [Accommodation Type] from [Start Date] to [End Date].  
 The student's Eircode is [Eircode].  
 The student's distance from DCU is [Distance].  
 The student's family members are [Family Members].  
 The student's hobbies are [Hobbies].

**Payment for Students (€200 per month)**  
 The student must be allowed to arrive at [Address] by [Date].  
 If you require any special arrangements we will be there to help. Please contact us at [Phone Number] or [Email Address].

**Additional Information**  
 The student will be staying at [Accommodation Type] from [Start Date] to [End Date].  
 The student's Eircode is [Eircode].  
 The student's distance from DCU is [Distance].  
 The student's family members are [Family Members].  
 The student's hobbies are [Hobbies].

**Payment for Students (€200 per month)**  
 The student must be allowed to arrive at [Address] by [Date].  
 If you require any special arrangements we will be there to help. Please contact us at [Phone Number] or [Email Address].

**Additional Information**  
 The student will be staying at [Accommodation Type] from [Start Date] to [End Date].  
 The student's Eircode is [Eircode].  
 The student's distance from DCU is [Distance].  
 The student's family members are [Family Members].  
 The student's hobbies are [Hobbies].

**Payment for Students (€200 per month)**  
 The student must be allowed to arrive at [Address] by [Date].  
 If you require any special arrangements we will be there to help. Please contact us at [Phone Number] or [Email Address].

**Additional Information**  
 The student will be staying at [Accommodation Type] from [Start Date] to [End Date].  
 The student's Eircode is [Eircode].  
 The student's distance from DCU is [Distance].  
 The student's family members are [Family Members].  
 The student's hobbies are [Hobbies].



# Library Access Policy

## Glasnevin Campus Library Student Access

This document outlines eligibility criteria, application process, cost, and the services provided by the library to students of DCU Language School.

### Eligibility

- DCU IA students attending programmes of at least 25 weeks' duration may apply for access to DCU Glasnevin Campus Library (The John and Aileen O'Reilly Library).
- Access to other DCU Libraries (e.g. DCU St. Patrick's Campus Library or All Hallows Library) is not included.
- Library access is not possible for students who are attending for less than 25 weeks.

### Library Access Entitlements for DCU IA Students

- Students may access print journals, use Library WiFi and use study spaces.
- DCU IA students do not have book borrowing rights or access to online library journals.

### Fee

A fee of €50 applies for library access, taking effect for all new applicants from 01 April 2023.

### Application Process

For new students (applying via DCU IA website), please complete the following process:

- To request Library access, please select the "Require Library Access" field on the application form. The fee of €50 will be added to your programme invoice.

For existing students (students who are already studying at DCU IA), please complete the following process:

- Please email [english.courses@dcu.ie](mailto:english.courses@dcu.ie), and include a picture of your DCU IA Student ID card.
- We will then send a link for you to make payment of the €50 fee. Once received, we will enable your access to DCU Library.

# Multi-Campus Operations

Dublin City University operates as a multi-site educational institution, with campuses at Glasnevin (main campus), St. Patrick's Drumcondra, All Hallows Drumcondra and DCU Innovation Campus.

All DCU campuses are located in North Dublin and are within a 3km radius of each other, and connected by frequent public bus (Dublin Bus route 11). While most language classes and activities will take place from Glasnevin (main campus), students should be aware that some elements of their programme may take place at one of the other DCU campuses.

## Cycle Routes



- Cycle Routes
- CR1 2.6KM 10 minutes
  - CR1a 3.1KM 10 minutes
  - CR2 2.8KM 10 minutes
  - CR3 2.8KM 10 minutes
  - CR4 300M 1 minute

- DCU Glasnevin Campus
- DCU Sports Campus
- DCU Alpha
- DCU St Patrick's Campus
- DCU All Hallows Campus

- Walking Routes
- WR1 2.6KM 30 minutes
  - WR2 2.7KM 32 minutes
  - WR3 2.4KM 28 minutes
  - WR5 300M 4 minutes

- Bus Routes
- 44
  - 13
  - 11

## Walking and Bus Routes



### DCU Glasnevin Campus

The Glasnevin campus is the main campus of Dublin City University. 85 acres in size, and set in a tranquil parkland setting, the campus boasts a large library, 6 restaurants, theatre, pharmacy, physician, sports centre, swimming pool and other facilities.

### DCU St. Patrick's Campus

Located in the suburb of Drumcondra, the 'St. Pat's' campus is 2.5km from the centre of Dublin City. This campus is primarily used as an Institute of Education, and a number of our language programmes are based from this campus.

### DCU All Hallows Campus

A former seminary, DCU took ownership of this campus in 2015, which is also located in the suburb of Drumcondra. The college has a dining room, student common room, computer room, the John Hand library and study facilities.

### Why not take a DCU campus tour virtually and explore our campuses today?

- Find out more about our campuses by [clicking here](#).
- For a virtual tour of our campuses, please [watch this video](#).



# Online Placement Test

DCU requires that students undertake our Online Placement Test prior to departing from their home country to Ireland. This assessment allows us to understand the approximate entry language level of incoming students, and thus we can tailor appropriate learning content for students in advance of their arrival to Ireland.

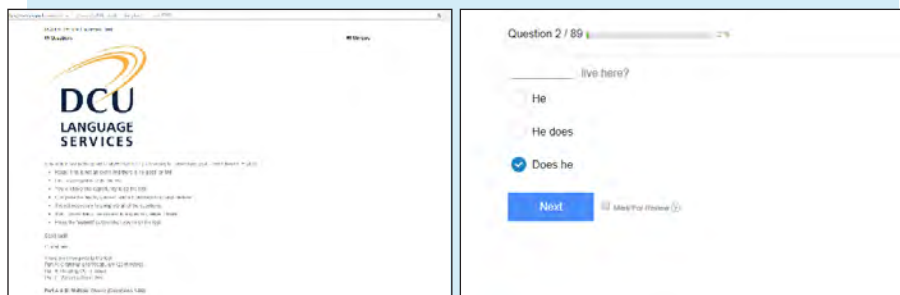
## Online Placement Test Process

DCU will issue a URL link for the test to the group organiser or students a number of weeks in advance of the departure of students to Ireland. Once the link is received, students are invited to take the assessment. The assessment can be taken by students during their free time, and can be completed on a PC / Laptop or tablet.

The online assessment consists of a series of multiple-choice questions and a short written section. The test is set against a time limit (1 hour), and once the time limit has expired the test will be auto submitted to DCU for review. Multiple test attempts are not possible.

It is important that students complete the assessment autonomously, and do not seek assistance while taking the test. There is no “pass” or “fail” for the online assessment – it is merely a tool to allow us an insight into a student’s language level in advance of arrival to DCU.

Students should take the test in a quiet environment and without any interruptions.



# Opening a Bank Account in Ireland

This document has been compiled in order to advise incoming students of the process of opening a bank account in Ireland. It is your responsibility to ensure you are fully compliant with the requirements of the bank or financial institution.

When you open a bank account you should be aware of the services the account offers.

## As a student, the following documents must be shown to the bank

- DCU International Academy Letter
- Passport
- Proof of funds\* or letter / payslips from your employer (if you want to open the account to get paid).

**\* The proof of funds must be in English and show evidence to trace where the funds are coming from. Ideally the statement should detail transactions for the last 3 months (you can also use your parents' bank statements if you don't have your own).**

The Bank will not accept below as a proof of funds:

- Cash
- Money order
- Cheque
- The proof of funds showing the total sum only.

If you wish to open an Irish bank account, DCU will assist you with this.

## How to open a bank account

If you wish to open an Irish bank account, DCU suggests to follow the steps below from AIB or visit the AIB website at [www.aib.ie/our-products/current-accounts/online-bank-account-opening](http://www.aib.ie/our-products/current-accounts/online-bank-account-opening) for more information.

Please, make sure you understand all the terms, conditions and fees of the account before you sign up.

## Step-by-step guide to opening an account on the AIB Mobile Banking App

### 1. Download AIB App

Download the [AIB Mobile Banking App](#) from the App Store or Play Store. Select the option to "Become an AIB customer".

### 2. Verify email address

Enter your e-mail address. AIB will send a unique code to your inbox that is required to continue

### 3. Provide some personal details

AIB will ask you to enter your personal details and present you with the account suitable for you.

### 4. Complete a video call

AIB will connect with you to a video call with an agent, so you'll need your photo ID and stable internet connection. Their agent will guide you, for example getting you to hold up your passport so they can check your identity.

### 5. Provide some more details

After the video call, follow the steps on screen all the way to picking a branch and register for our internet banking service.

### 6. Wait for letter

Your account will then be opened, but before you can begin to use your account you will need to prove your address. To prove your address, AIB will send you a letter to the provided postal address that you've given them. This letter will contain a unique identifier code which you will then need to enter into the app. Your account won't be active until you do this!

### 7. Enter code from letter

Once you have entered the code, you're good to go and you can lodge money to your new current account and transact online (this may take 24 hours after code entry). AIB will send a debit card in the post and a PIN separately.

## Personal Identification Requirements

Before opening a bank account with AIB Bank they will need you to provide acceptable proof of identity and proof of address.

### Proof of Identification Requirements

In order to comply with legislation to combat money laundering and terrorist financing, AIB will need to verify both your identity and your current permanent address when you are opening a Personal Bank Account. You will need to provide the original of one Photo ID and one Proof of Address and if you're not currently resident in Ireland, you will need to provide two proof of address documents. In order to comply with AIB obligations under legislation, they may, at their discretion at any time, seek further information and documentation from you to verify your identity.

- Current Valid Signed Passport
- Current Valid Passport Card
- Current Valid Travel Document
- Current Valid EU/EEA Driving Licence– must contain photograph (Irish Provisional accepted)
- Current EU National Identity Card

### Suitable Proof of Address

Documents must be issued to you at your home address within the past 6 months. For example:

- Utility Bill e.g. telephone, mobile, gas, electricity, heating, oil, waste collection (where a utility bill is a first bill, a second form of address verification is required)
- Correspondence from a Regulated Financial Institution operating in the Republic of Ireland (Insurance / Assurance Co., Bank, Building Society, Credit Union, Credit Card Company)
- Correspondence from a Government Department / Body

**Disclaimer:** Every effort has been made to ensure the accuracy of all information and the University is not bound by any error or omission therein. We advise students to check relevant websites and their student email account for any updated information, particularly regarding immigration.

# Social Activity Programme Information

## Beyond the Classroom

Our social programme is designed to facilitate a wide social and cultural immersion for our students. By participating in our extra-curricular activities, students can practice English in real-life situations, deepen their cultural understanding, create meaningful connections, and ultimately make the most of their time abroad.

Our dedicated student experience team organises fun and enriching activities to ensure that all students have a memorable and rewarding experience in Ireland outside of the classroom.

## Sample of social activities timetable

Our team is committed to connecting students with the things they enjoy as well as introducing them to a whole range of new people and experiences.

Our activities take place on campus at Dublin City University and off campus in Dublin City or around Ireland. Some examples of extra-curricular activities include:

- Museums, exhibitions and galleries
- Irish dancing
- Football, and our national sport of hurling
- Sightseeing trips & Weekend excursions

## Signing up for your activity

If you are interested in attending an activity, please visit our *online social activities calendar*. Please make sure to click the 'SIGN UP HERE/BOOK NOW' button for the relevant activity to register your interest and proceed to fill in your information.

Some activities are FREE of charge, while others are paid. If an activity is marked with a price, you will be redirected to our online payment system.

Find out more by visiting the following links:

- *Social Activities Calendar Online*
- *Book an Activity Online*



## Share Your Experiences!

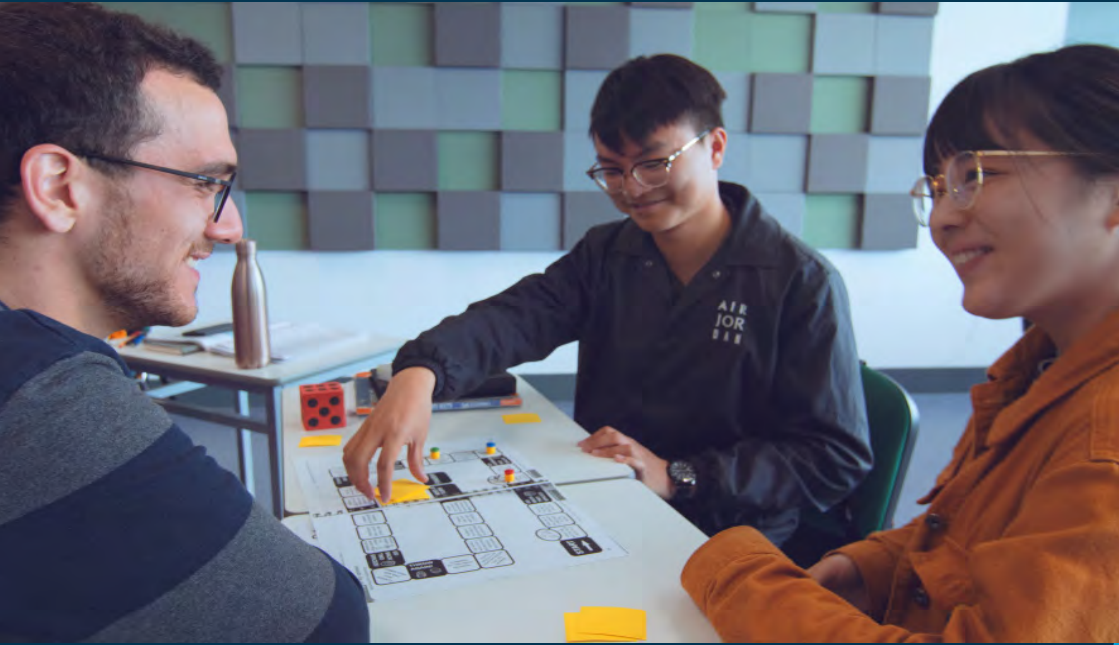
Share your experiences, adventures, and favourite moments on social media using the hashtag #DCUIA

Whether it's the stunning landscapes, the lively pubs, or the welcoming locals, we want to see what made your time in Ireland unforgettable. Your posts could inspire others to embark on their own Irish adventure, so don't hesitate to share!

Let's spread the word about the magic of studying abroad in Ireland. Do not forget to tag us!

 @dcu.internationalacademy

 @dcu.internationalacademy





# Student Reports

DCUIA issues a student report as standard for all participants of group programmes. DCUIA assesses students through a combination of continuous assessment and regular in-class tests. Student performance based on these criteria is made available to programme organisers via a Student Report.

## Student Report

Reports are issued after students have completed their tuition programme (usually within 10 working days of completion of the course), and are sent in PDF format to the programme organiser (partner institution or organisation).

A student report will provide feedback on student performance based on the following criteria:

- Student attendance rate (calculated as a percentage)
- The language level exhibited by the student upon completion of programme (based on the CEFR framework)

**Please note:** Our standard policy is to issue Student Reports to the programme organiser (e.g. partner institution or organisation) and not to students directly.

A sample Student Report is shown here:

**DCU**  
DUBLIN CITY UNIVERSITY

**STUDENT REPORT**

Student name	
Course title	General English Programme
Starting date	1st Jul 2017
Finishing date	1st Jul 2017
Hours per week	20 hours
Total hours	40 hours
Attendance rate	%

**Continuous Assessment**

Speaking	Reading	Listening	Writing	Interpretation	Grammar	Overall Score

**Basic Level of English Language - CEFR Level**

Grammar	Writing	Reading	Speaking	Listening

Tracy Anforth, Operations Coordinator

*The Complete Language Solution*

# Student Welfare Information

## Looking after our Students

Student welfare is of prime importance to DCU International Academy. Our dedicated School Coordinator, William Hooper, is one of the first people that students meet when they arrive at DCU.



Mr William Hooper  
School Coordinator  
Phone: +353 1 700 7187  
Email: william.hooper@dcu.ie

William has personal experience of living and working abroad in cultures different from his own and he understands the concerns and questions students typically have when they arrive in a new country and in new living and learning environments. William liaises closely with our Accommodation Department, Academic Managers, Activity Leaders and other support services.

On students first day at DCU, William is there to:

- Coordinate the “meet-and-greet” event
- Escort students to their first class
- Host student induction and orientation

During orientation, William will explain his role more fully and give students some useful advice to help them settle into Ireland and their language classes.

## Availability

Students are encouraged to speak to William about concerns or doubts about any aspect of their stay in Ireland. **He is here to help.**

William is available at the following times:

- 08.30 am to 4.15 pm Monday to Friday
- During William’s lunch break & annual leave, and between 4.15 pm and 5.15 pm, one of William’s colleagues will be available to help students
- Students should visit William outside class-times - except in urgent / emergency situations.
- William will have availability between 1pm and 2pm daily if you need to make an appointment.

# Timetable for English Programmes

Our Adult Language Courses are delivered on weekdays. Courses may be scheduled in the morning (AM) or in the afternoon (PM), or may vary between morning and afternoon allocation.

Class periods for core programmes are 4 hours long and are divided into 2 sessions with a break of 20 minutes between the sessions.

The morning and afternoon schedules are outlined below. Please note: Morning classes start at 09.00hrs. Afternoon classes start at 14.00hrs.

<b>AM Timetable</b>	<b>Mon</b>	<b>Tue</b>	<b>Wed</b>	<b>Thu</b>	<b>Fri</b>
09:00 - 10:50	Class	Class	Class	Class	Class
10:50 - 11:10	Break	Break	Break	Break	Break
11:10 - 13:00	Class	Class	Class	Class	Class

<b>PM Timetable</b>	<b>Mon</b>	<b>Tue</b>	<b>Wed</b>	<b>Thu</b>	<b>Fri</b>
14:00 - 15:50	Class	Class	Class	Class	Class
15:50 - 16:10	Break	Break	Break	Break	Break
16:10 - 18:00	Class	Class	Class	Class	Class

Customised content, part-time courses, additional modules etc. are generally timetabled to afternoons.

Classrooms are assigned to language students on a weekly basis by the DCU's classroom allocation department. This department allocates rooms to all university faculties and departments, undergraduate and post graduate programmes, conferences etc.

Student-classroom allocation may change from time to time in order to meet university requirements. Like undergraduate and post-graduate university students, language students may receive their tuition in more than one classroom.

## Public Holidays

DCU International Academy is closed:

- for all public holidays and bank holidays;
- for a period of approximately 1-2 weeks over the Christmas and New Year period.

The School calendar is available on [www.english.dcu.ie](http://www.english.dcu.ie). Please note that students are not compensated for tuition hours lost as a result of public or bank holidays.

## Junior Programmes

Junior programmes are scheduled individually according to course specifications. The schedules are arranged over specific days/periods within a 7-day timetable rota (Monday to Sunday) to meet course needs. Tuition days and class times are determined according to resource availability and in line with group arrival and departure dates and times.

# Visa Information

If you are coming to Ireland from outside the EU and Switzerland, and wish to stay for more than 90 days, you must apply to Immigration Service Delivery (ISD) for permission.

## 1. Visa Requiring Countries

If you are a passport holder from Morocco, Saudi Arabia, Colombia, China, Turkey, Egypt, Georgia, Iran, Iraq, Russia, Kazakhstan, Pakistan, Thailand, Vietnam, and Venezuela\* you will need to arrange a Visa for Ireland prior to departure. The steps to receive your visa are as follows:

### 1. Enrol on a Course & Pay for Your Study

You must enrol and pay your course tuition fees in full before you apply for a visa. Once we receive your payment we will issue a "Letter of Course Admission". You can use this to apply for your visa at the Irish Embassy or Consulate.

### 2. Apply for a Study Visa

After you have paid for your course and received the Letter of Course Admission (or an Invitation Letter for sponsored students), you can apply for a Visa to Ireland, you can apply for a long stay study visa. You will not be allowed to enter Ireland without a visa.

- You should apply for a visa at least 3 months before you travel
- You must apply from your home country or a country where you are a legal resident
- Read detailed instructions and documentation required for the Study Visa: [www.irishimmigration.ie/coming-to-study-in-ireland](http://www.irishimmigration.ie/coming-to-study-in-ireland)
- Submit your visa application online: [www.visas.inis.gov.ie/avats/OnlineHome](http://www.visas.inis.gov.ie/avats/OnlineHome)
- Send your passport and other documents for processing

### 3. Before you travel (prepare the proof of your funds)

Prepare the proof of your funds (minimum €700 per month of your stay or €4,200\*, whichever is lower) from your country:

- A current bank statement in your country not less than one month old, together with a past statement, for an account in your name (as in your passport) accompanied by a debit card in the same name and same bank



account.

- Documentary evidence that money is held in trust for you by a financial services body regulated in Ireland by the Central Bank of Ireland.
- A pre-paid credit or debit card(s) with a verification of the amount(s) in credit (statement).

**\*Applicable to all students who intend commencing their studies in Ireland after 01 July 2023.**

#### 4. When you travel (prepare for border control at Dublin Airport)

You will need to prove to an immigration officer at border control that you have a valid reason for entering Ireland. To do so you will need your passport, visa, proof you have registered on a course (Letter of Course Admission), proof of accommodation and you may have to prove that you can support yourself financially after you enter the country.

#### 5. After you enter (apply for permission to remain for more than 90 days)

After you enter the country, you must apply for permission to stay in Ireland and register with immigration before the date stamped on your passport at border control. DCU will assist you with this process.

- Make an appointment at Immigration Office (GNIB) - [www.irishimmigration.ie/burgh-quay-appointments](http://www.irishimmigration.ie/burgh-quay-appointments)
- Attend our Immigration Information meetings.
- Visit to the Immigration Office with all your documents. A full list of required documentation is available [here](#).
- Pay €300 registration fee to GNIB (credit/debit card or bank giro available at INIS offices - no cash accepted).
- You should receive your IRP card by post within 10 working days.
- If you want to open an Irish bank account, DCU will assist you with this.

#### 6. Bring your IRP card to DCU Language School Reception

If you have any questions, please contact us at [english.courses@dcu.ie](mailto:english.courses@dcu.ie)

**Disclaimer:** Every effort has been made to ensure the accuracy of all information and the University is not bound by any error or omission therein. We advise students to check relevant websites and their student email account for any updated information, particularly regarding immigration.

\* See a list of all countries that need a visa for Ireland by accessing [www.irishimmigration.ie](http://www.irishimmigration.ie)

## II. Non-Visa Requiring Countries

Passport holders from Argentina, Brazil, Chile, Hong Kong, Japan, Malaysia, Mexico, Singapore, South Korea, Taiwan, Uruguay\* do not require a Visa to land in Ireland. Citizens of these countries are entitled to stay for up to 90 days on a tourist visa entry.

If your course is more than 90 days in duration, you will need permission to stay in Ireland. You must also register with immigration. The following protocol applies to students of the countries listed above who are attending courses of more than 90 days.

### 1. Enrol on a Course & Pay for Your Study

You must enrol and pay your course fees (in full) before you travel to Ireland. DCU will send a Letter of Course Admission and receipt once fees have been paid.

### 2. Before you travel (prepare the proof of your funds)

Prepare the proof of your funds from your country. ILEP students are subject to the course length less than 6 months requirements which consists of €500 per month of your stay or €3,000, whichever is the lesser.

- A current bank statement in your country not less than one month old, together with a past statement, for an account in your name (as in your passport) accompanied by a debit card in the same name and same bank account.
- Documentary evidence that money is held in trust for you by a financial services body regulated in Ireland by the Central Bank of Ireland.
- A pre-paid credit or debit card(s) with a verification of the amount(s) in credit (statement).

**\*Applicable to all students who intend commencing their studies in Ireland after 01 July 2023.**

### 3. When you travel (prepare for border control at Dublin Airport)

You will need to prove to an immigration officer at border control that you have a valid reason for entering Ireland.

To do so you will need your passport, proof you have registered on a course (Letter of Course Admission), proof of accommodation and you may have to prove that you can support yourself financially after you enter the country.

#### 4. After you enter (apply for permission to remain for more than 90 days)

After you enter the country, you must apply for permission to stay in Ireland and register with immigration before the date stamped on your passport at border control. DCU will assist you with this process.

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\* See a list of all countries that need a visa for Ireland by accessing [www.irishimmigration.ie](http://www.irishimmigration.ie)

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