



Ollscoil Chathair  
Bhaile Átha Cliath  
Dublin City University

# English Language Programmes

Operations Information

# DCULS Assistance Phone Number

The welfare of our students is of prime importance to DCU Language Services. 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.