



Student Handbook

DCU International Academy



International
Academy

Welcome – 欢迎 –

добро пожаловат

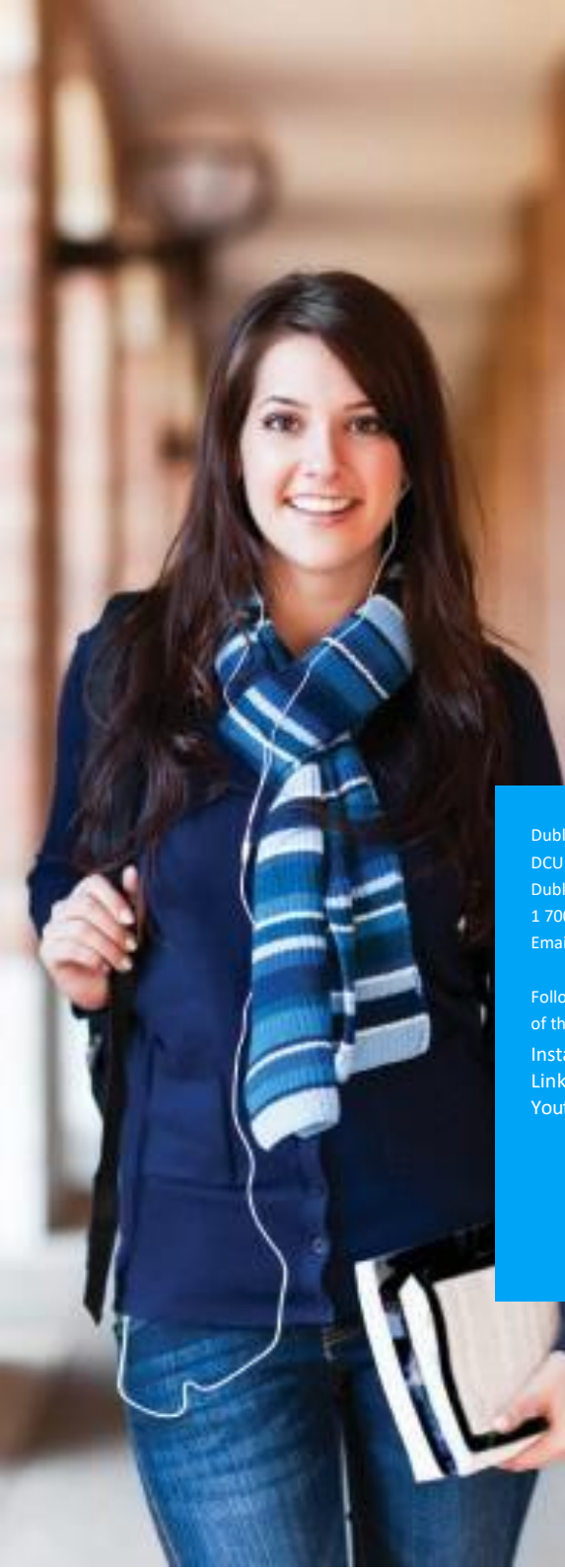
ь – Bienvenidos – ようこそ – Bem-

vindo – Willkommen – Bienvenue – ٱلهسو

ٱلهأ – Benvenuti – 환영합니다 – Hoş geldiniz

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Dear Student,

Welcome to Dublin City University and thank you for choosing to study with us. We are delighted that you have chosen our university and look forward to providing you with a first class academic, social and cultural experience during your time in Ireland.

In this handbook you will find lots of useful information about the school and about staying in Dublin. Please take some time to read it and keep it until the end of your course.

Please ask any member of staff if you need any other information or advice.

We are here to help you have an amazing experience in Dublin!

DCU International Academy

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Dublin 9, D09PH2K, Ireland Telephone: +353
1 700 5678
Email: dcuia.reception@dcu.ie www.english.dcu.ie

Follow us on social media to keep up to date with all of the latest news, tips and events from DCUIA.

Instagram [/dcu.internationalacademy](https://www.instagram.com/dcu.internationalacademy)

LinkedIn [@dcu.internationalacademy](https://www.linkedin.com/company/dcu.internationalacademy)

Youtube [/dcu.internationalacademy](https://www.youtube.com/dcu.internationalacademy)

We hope you have a positive learning & life experience here at DCUIA. We are here to help **you**.

Our Offices

See your handout
for contact details.

DCUIA Reception, Main Office - DCU International Academy (B building)

- Classroom, timetable, attendance, letters, etc.
- Student Welfare queries
- Exam queries
- Class, teacher, progress

Services Office - DCU International Academy (B building)

- Host family accommodation
- Social activities: Sign up, payments, requests and suggestions
- Group arrangements: Airport transfers, vouchers, travel cards etc.



Student Services

Classes

Classes are held on all three DCU university campuses (Glasnevin, St. Patrick's and All Hallows).

Finding your classroom

You can find the list of classrooms online (<https://english.dcu.ie/student-portal/>), on the notice board in the DCUIA entrance hall (B building), or you can check on the reception door. These lists will be updated on Friday afternoon.

*The temporary DCU International Academy Main Office (DCUIA Reception) is located in AG47 (Albert College Building, Ground Floor).

Each classroom has a code, which is a combination of the building code, the floor and the room number. You will find the building codes on the campus map on page 12.

Examples:

ROOM Q G 01	ROOM CA 1 05
Q : DCU Business School G : ground floor 01 : room number	CA : Henry Grattan Extension 1 : first floor 05 : room number

Class Times

Standard classes take place from Monday to Friday. Classes might be scheduled in the morning (AM) or in the afternoon (PM). This can change weekly.

	AM Timetable	PM Timetable
Class	9:00 - 10:50	Refer to course schedule
Break	10:50 - 11:10	
Class	11:10 - 13:00	Refer to course schedule

English is the only language that you can speak in class.



**Expand.
Develop.**

**Explore.
Experience.**

Internet Access, Computers and Social Media

Internet Access

There is free Wi-Fi on campus (connect to DCU-Guest-WiFi).

Online Services

Visit our Student Portal area to check your classroom, request a letter or attendance rate, and to find out what social activities are happening. Follow the instructions in your handout.

Please see the link to the student portal here:

<https://english.dcu.ie/student-portal/>

For the Weekly Class Timetable location, the password is:

dculs.campus

Social Media

Keep up to date with all of the latest news, photos, competitions and events from DCUIA by following us on social media.

[Instagram](#) /dcu.internationalacademy

[LinkedIn](#) @dcu.internationalacademy

[Youtube](#) /dcu.internationalacademy

Student ID Card

You can get your free student ID card from the DCUIA reception every afternoon between 13:00 and 13:30.

Social Activities

Our exciting Student Experience Programme will help you make the most of your time in Dublin. We have lots of different cultural visits, sports activities and experiences for you to choose from.

We will send the schedule of social activities to you by email every week, but you can also find the details in the following places:

- DCUIA website - in the “Social Activities” tab (www.english.dcu.ie)
- DCUIA website - in the Student Portal area
- Noticeboard in the DCUIA entrance hall (B building)

Visit the DCUIA Reception to find out more about our Student Experience Programme and sign up for activities. Our friendly staff are always there to help you and give you more information.

Accommodation Services

We offer different accommodation options, depending on availability and the time of year. Accommodation ranges from staying with a local Host Family to on-campus student apartments.

If you would like us to arrange accommodation or have a question about your current accommodation, please visit the DCUIA Reception to talk to the accommodation staff.

Hospital Insurance

We offer a hospital insurance service through our nominated Hospital Insurance Partner to provide cover for hospital visits whether through illness or injury. Please speak to any member of staff at the DCUIA reception.

Student Feedback

Your feedback is very important to us and helps us to improve the school. We will ask you for your feedback on a regular basis, but whenever you have any questions, problems or suggestions please feel free to come to the DCUIA reception and speak to a member of staff directly. We are here to help!

Your feedback is important to us. We are here to listen to you.

Academic Services

Methodology

Our aim is for you to be able to use English flexibly and naturally in real life situations. Our classes use memorable interactive methodologies which maximise language learning.

You are the centre of our learning methods. Our lessons challenge you to do more than memorise rules or complete standard exercises. You can expect lots of interactive activities, pair work and group work, discussions and language games.

Class Level

Before the beginning of your course, you will receive a placement test. We will place you in a class according to your result. You may find that it takes a few days to settle into your class. If you are not sure about your class level, speak to your teacher. Our academic team is also happy to help you.

Changing Level

Your academic progress depends on your attendance and participation in class, and on how much you study and use English outside of class.

Your teacher will decide whether you are ready to take the Level Progress test and go to the next level, or whether you need to spend more time in the current class. This decision is based on your weekly test results, homework, participation in class and language skills.

The test takes place every two weeks on Friday from 14:00 to 16:00. You will receive the results by email the following week. You need to score a minimum of 80% to move to the next level.

If you score less than 80%, you will get advice on what language skills you need to improve. You can re-sit the level Progress test when your teacher recommends you again.

Assessment

Regular assessment is an important part of our programmes. Assessment helps you to see your own progress and helps you to identify areas which need extra practice. We use a variety of assessment systems (tests, projects, classroom activities etc.) so that we get a true idea of your language abilities and needs.



**Activities.
Pair work.**

**Group work.
Games.**

Every Friday, your teacher will evaluate what you have learned during the week and give you a score and feedback. Please make sure you attend your class on Friday, whenever possible, as this will affect your opportunity to move to higher levels. Remember that this is also a useful way of tracking your own progress in the class. We expect students to consistently achieve scores of 80% or more on their tests before considering a nomination to the Level Progress Test.

Syllabus

All of our courses follow a syllabus. For General English Programmes and Exam Preparation Courses, a textbook provides the main content for the syllabus. The teacher will add other materials and activities to provide variety and extra practice. The syllabus also includes information on Irish culture. Homework and assessment are part of the syllabus design.

Certificates

At the end of your course, you will receive a certificate. If you need an additional letter or report, please tell a staff member at the DCUIA reception in advance.

You are the centre of our learning methods.

IELTS Exam Centre

The International English Language Testing System (IELTS) measures English language proficiency. It is internationally respected and accepted for migration, study, work, and training purposes.

DCU International Academy is an official IELTS test centre offering both IELTS Academic and IELTS General Training. We can provide you with information about registration, your test options, dates and preparing for the test itself. All DCU IELTS tests are on DCU Glasnevin campus, making the whole process easier for you to study, take the test and achieve your goals.

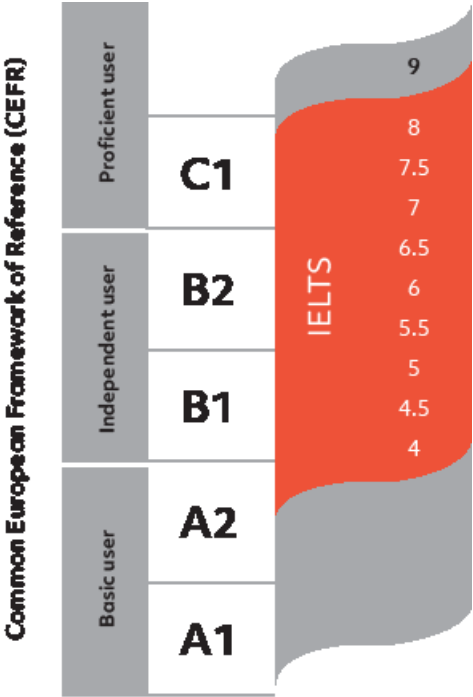
For more detailed information, please access our website. Website:

www.ieltsireland.com

Email: ielts@dcu.ie

Phone: 01 700 6860

If you are interested in taking this exam, please come to the DCUIA school reception for more information. You can also check available test dates on our website www.ieltsireland.com/register.



Campus Facilities

Glasnevin Campus

Restaurants, Cafés, Bars:

- Main Restaurant: Vegetarian and Halal food options available.
- 1838 Restaurant (summer only)
- Cafés - H, Q, Library, Helix, DCU Sports Centre
- Bar - Nubar
- Pizza – Londis

Retail:

- Shop - Londis
- Pharmacy - Pharmhealth
- Campus Print

“The U” Student Centre:

- Student Union
- Student Leadership and Life-Skills Centre
- Performing Arts and Cultural spaces
- Entrepreneurship and Innovation Hub
- Global Village

DCU Sports Complex*:

- 25 Metre Swimming Pool
- Jacuzzi, Sauna and Steam Room
- Climbing Wall
- Astro Soccer
- Weights and Cardiovascular Training
- Squash, Basketball and Handball
- Classes take place each day

* Membership Rates apply Visit

www.dcu.ie/dcusport.

St. Patrick's Campus

Restaurants and Cafés:

- Main Restaurant: Vegetarian and Halal food options available.
- The Grumpy Mule student coffee shop

All Hallows Campus

Restaurants and Cafés:

- Main Restaurant: Vegetarian and Halal food options available.
- Purcell House café

Please see a link to all DCU Campus maps here: <https://www.dcu.ie/campus-maps>

Please see a link to the DCU facilities webpage here:

<https://www.dcu.ie/people/benefits/dcu-campus-facilities>

Library and Study Room (Glasnevin and St. Patrick's)

You can use the DCU Library to read and study if you have an activated DCUIA student ID card. Please note you are not allowed to borrow items from the library.

1. Request a student card at the DCUIA reception on the ground Floor of the International Academy building (B).
2. Request access to the library to activate your ID card.
3. Use the library from the next day until your card expires.

Opening hours change depending on the time of year, so check the library website for more information (www.dcu.ie/library).

Clubs and Societies

There are over 140 Clubs & Societies in DCU and they cater for all interests, hobbies and passions. From developing existing skills to trying something completely new, joining a DCU club or society is one of the best decisions you will make in DCU. It's a great way to meet new people and practice your English!

How to get involved?

1. Choose which Clubs and Societies you want to join. The list is available from the Clubs and Socs office (2nd floor, Student Centre) or from the DCU Clubs and Socs website (www.dcu.ie/clubs).
2. Contact Clubs and Societies during Clubs & Societies Days, by email or via Facebook.
3. Pay joining fee (per membership).
4. Give your personal email address.
(Do not give your DCUIA student ID number)

International Office

If you are looking for BA/MA/PhD courses in DCU, please contact the DCU International Office, which is located on the DCU All Hallows Campus.
E-mail: international.office@dcu.ie

Lost and Found

If you lose something on campus you can check Lost Property at the security office in the multi-story car park (near the exit, see Building F on the Glasnevin campus map).



Campas Phádraig OCBÁC DCU St Patrick's Campus

SPC

St Patrick's Junior School

17

Educational Research Centre

10

18 Sports Field

9 Sports Building

Restaurant

2

5 Block E

1 Block A

4 Block D

3 Block C

6 Block F

Londis

Campus Store

Main Reception

7 Block G

22 Library

21 Belvedere House

DCU

19 Oifig Easát
Estates Office

St Patrick's Boys School

16

15

Drumcondra Education Centre

↑ Campas
Ghlas Naíon, OCBÁC

DCU Glasnevin
Campus

↑ 28 mins ⚡ 10 mins

↑ Campas
Spáirt, OCBÁC

DCU Sports
Campus

↑ 18 mins ⚡ 8 mins

↑ DCU Alpha -
Campas Nuálaíochta

DCU Alpha -
Innovation Campus

↑ 15 mins ⚡ 6 mins

Home Farm Road

Bóthar na Buailte

Home Farm Road

Millbourne Avenue
Ascailí Struth on Mhuilinn

Millbourne Avenue Pedestrian Entrance
Ascailí Struth on Mhuilinn Bealach steadaí na geataí

Lár na Cathrach

Bóthar Dhroim Conrach Uachtarach

Pedestrian Entrance

Campas na Naomh Uile OCBÁC DCU All Hallows Campus

AHC





Walking Routes

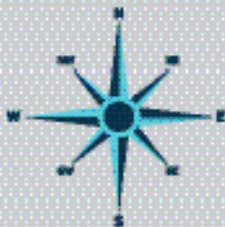
Destinations

- 1 DCU Glasnevin Campus DCU
- 2 Sports Campus DCU
- 3 Innovation Campus DCU St
- 4 Patrick's Campus DCU All
- 5 Hallows Campus

Walking Routes

- 2.6KM - 30 minutes
- 2.7KM - 32 minutes
- 2.4KM - 28 minutes
- 300M - 4 minutes

DCU Campuses



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

Cycle Routes



DCUIA Policies

Statement

DCU International Academy (DCU IA) is committed to promote a high standard of academic integrity. Maintaining academic integrity is essential to ensuring that student progress and achievement accurately reflect individual learning and language development.

Purpose and stakeholders

The purpose of this policy is to encourage a fair learning environment at DCU International Academy. Academic integrity requires honesty, fairness, respect, and responsibility in all learning activities, including coursework, assessments, examinations, and classroom participation. This policy clarifies what is expected of students and staff and ensures that everyone involved in teaching and assessing English language programmes acts responsibly.

Scope

The academic integrity policy at DCU IA focuses on, but is not limited to, the following:

- Placement test
- Weekly tests
- Level Progress Test
- Pre-Sessional Exam
- External Exam (e.g. IELTS, Cambridge, etc.)
- Coursework and homework

Roles and Responsibilities

The following is expected from the students at DCU International Academy.

- Act honestly and with integrity in all academic work at DCU IA.
- Always reference any work, ideas, or words that come from external sources.
- Complete all tasks, assignments, and assessments independently, unless you are clearly told that support or GenAI tools are allowed.
- If GenAI use is approved, clearly explain and reference how it was used (for example, for grammar checking or drafting).
- Speak to a staff member if you are unsure what GenAI is or whether you are allowed to use it.

The following is expected from the staff at DCU International Academy.

- Act honestly and with integrity in all matters related to employment and work at DCU IA.
- Complete all duties, tasks, assessments, and work without using GenAI unless explicit permission has been given. See: Guide for staff on Academic Integrity and GenAI use.
- When GenAI is used, clearly reference the tool and explain how it was used (for example, for feedback or lesson planning).
- Make sure students understand how to correctly reference and acknowledge other people's work.
- Be aware of the serious risks of using online cheating or homework-help websites and clearly communicate these risks to students.
- Understand the consequences and sanctions that may apply if cheating in an assessment is proven. DCUIA engages external assessors to review assessment processes and outcomes as part of its commitment to ensure fairness, consistency, and the maintenance of academic standards

Academic Integrity Policy

If a student is found to have breached academic integrity requirements, the following consequences will apply.

Stage 1: if there is reasonable doubt, the student receives a formal warning in writing and is asked to resit the test.

Stage 2: If the student appeals against the warning/resit, a formal panel is set up including the Academic Manager, School Coordinator, and an independent party, such as the Exam Manager.

In the case of further offences, consequences may extend to suspension or withdrawal of enrolment.

Reporting and Appeals

Teachers must report suspected breaches of academic integrity to the Academic Manager by using the Academic Integrity Misconduct Form. Students may appeal by replying to the Academic Manager's email within five working days.

All incidents and appeals will be reviewed by a panel. This panel consists of the Academic Manager, School Coordinator, and an independent party.

I. DCU International Academy – Student Policies – Overview.

Please see here a link to the DCU International Academy official website where you can read our student policies - <https://english.dcu.ie/student-policies/>.

The sections below are overviews of policies related to our most frequent queries.

II. Course Book Policy

On your first day you will be issued a course book. The book belongs to you so you do not have to give it back.

Please do not write in your book for one week until we know that you are at the right level.

If you need to change class, you can buy your new coursebook at DCUIA reception. The cost is approximately €55.

Please see the DCUIA Course Book Policy here: <https://english.dcu.ie/course-book-policy/>

III. Attendance and Punctuality Policy

Attending class is compulsory and it is your responsibility to attend. If you have poor attendance, you are more likely to have poor grades.

- Attendance is recorded by teachers in each class, before and after break.
- DCUIA attendance records are updated on a weekly basis.

General Attendance Rules

- When you are absent, you must send an email with your reason to dculsattendance@dcu.ie on the first day that you are absent and each day after that.
- If you are absent because of illness, you must provide a valid doctor's note on the first day you return to class. The doctor's note should show the dates that you couldn't attend class.
- Moreover, a valid medical certificate must include doctor name, signature and IMC number.
- If you are absent because of an immigration appointment, please submit your appointment details to DCUIA Attendance email (dculs.attendance@dcu.ie).
- If you are absent due to the illness of a family member please contact the DCUIA reception for further assistance.
- If you have poor attendance, you must follow the necessary steps of the DCUIA Attendance System until your attendance improves.

Special Attendance Rules for long-term courses (ILEP - 25 to 32 weeks)

- Your attendance rate must be over 85%.
- If your attendance rate is 75% or less during the first 6 weeks, we must contact the immigration authorities.
- When attending class, if you arrive late or leave early by 15 minutes or more, you will be marked absent for that period.

Groups

If you are part of a group, please pay special attention to the attendance policies of your university/organisation.

DCUIA Attendance System

If you have poor attendance, you will be asked to follow the steps of the DCUIA Attendance System. This system is in place to help you improve your attendance.

1. Attend the information session.
2. Meet with the DCUIA staff member responsible for attendance.
3. Formal meeting with the DCUIA staff member responsible for attendance and a manager.
4. Issue of a final (written) warning.
5. Issue of a written expulsion (leaving the school) notice. This means you will have to leave the school and you will not get a refund. The decision to expel a student is made by the School Director.

If your attendance improves, you will not need to follow further steps.

DCUIA will send copies of communications to relevant organizations such as immigration authorities, embassies, home universities, etc.

Please see the DCUIA Attendance & Absenteeism Policy and the DCUIA Sick Leave policy here:

<https://english.dcu.ie/Attendance-Absenteeism-Policies>

<https://english.dcu.ie/sick-leave-policy/>

IV. Holiday Policy

Taking holidays is generally allowed if you are from an EU country or you are a Working Holiday Visa holder. You need to inform DCUIA about your plans to take holidays at least 1 week in advance of the planned date by emailing dcuisattendance@dcu.ie. You may only take holidays in weekly periods (i.e. Monday to Friday only). Students cannot take holidays within the first 8 weeks of their programme, nor during a student's attendance on an IELTS or Cambridge course.

Please see the DCUIA Holiday/Vacation policy here: <https://english.dcu.ie/holiday-vacation-policy/>

Visa Students – Please Note:

If your course is less than 25 weeks, the dates of permission-to-remain are fixed by immigration and it is not possible for you to take holidays. If your course is more than 25 weeks, you need to follow the ILEP student's procedure.

JANUARY
 New Year's Day

FEBRUARY
 St. Brigid's Day

MARCH
 St. Patrick's Day

APRIL
 Easter Monday

MAY
 May Public Holiday

JUNE
 June Public Holiday
[First Monday]

AUGUST
 August Public Holiday
[First Monday]

OCTOBER
 October Public Holiday
[Last Monday]

DECEMBER
 1 or 2 weeks over the Christmas period, please check the dates at the DCUIA Reception.

*Please note that DCU is closed on “Good Friday” each year. This is the Friday before “Easter Monday”.

Other important dates for my diary. (e.g. Birthdays, Travel dates).

DATE	/	/	
DATE	/	/	
DATE	/	/	
DATE	/	/	
DATE	/	/	
DATE	/	/	

Immigration

(non-EU/EEA students)

You must register with immigration if you are a non-EU/EEA national and you want to stay in Ireland for longer than 90 days. Please visit INIS (Irish Naturalisation and Immigration Services) website for full details on application procedures.

Short term course (12 to 24 weeks)

Please read the document you were given on your first day.

Long term course (ILEP - 25 to 32 weeks)

Please read the document you were given on your first day. **You must attend the ILEP meeting in your first week** where you will receive all necessary information.

Travelling outside of Ireland

If you travel using a passport issued by a visa required country (China, Kuwait, Mongolia, Russia, Saudi Arabia, Thailand, Turkey, Venezuela, etc.) you need a re-entry visa.

Search: Re-entry visa, Schengen visa, UK visa, USA visa

Useful Information

Public Transport

Dublin Bus Services

Dublin City University is served by buses at the Ballymun Road entrance, beside the Helix, and at the Collins Avenue entrance. Please visit the Dublin Bus website or download the Transport for Ireland (TFI) app for the most up-to-date information.

Journey Times and Fares

Journey times to Dublin city centre are approximately 20 minutes. Dublin Bus accepts payment by coins (no notes) or LEAP card. Change will not be given.

Prepaid Tickets

You can use a prepaid LEAP card for the bus, LUAS and DART (search "LEAP card", visit www.leapcard.ie). LEAP cards can be bought at the Student Union and Londis (convenience store) on campus, and topped up via the Leap Top-Up app.



Dublin Bus, www.dublinbus.ie
Dublin Bus – download the App

LUAS Services, www.luas.ie LUAS –
tram in city centre

DART Services, www.irishrail.ie DART
– regional train

Bus Éireann, Citylink, GoBus -
Long distance bus services

Irish Rail, www.irishrail.ie -
Long distance train services

Dublinbikes, BleeperBike -
Bike Rentals.

You can experience the city and coastline
around Ireland.

Things to do and places to visit

Free indoor venues in Dublin:

Chester Beatty Library, Hugh Lane Gallery, IMMA (Irish Museum of Modern Art), National Gallery, National Museum of Ireland, National Photographic Archive and National History Museum.

Free outdoor venues in Dublin:

Merrion Square, National Botanic Gardens, Phoenix Park, St. Stephen's Green, Temple Bar Market.

Tourist attractions in Dublin:

Christ Church Cathedral, Glasnevin Cemetery, Dublin Castle, Dublin Writers Museum, EPIC The Irish Emigration Museum, GAA Museum, Guinness Storehouse, Kilmainham Gaol, Old Jameson Distillery, St. Patrick's Cathedral, Teeling Whiskey Distillery, Trinity College: Book of Kells.

Places to visit around Dublin:

Bray and Greystones, Dalkey, Dún Laoghaire, Howth, Malahide (Malahide Castle).

Places to visit outside of Dublin:

Belfast (Titanic Museum), Cork (Blarney Castle), Galway (Cliffs of Moher, Connemara), Giant's Causeway, Kilkenny (Kilkenny Castle), Wicklow National Park (Glendalough). For more tourist activities and information, search: Dublin.ie, Dublin Tourism, Visit Dublin.

Finding your own accommodation

Useful Websites: daft.ie (www.daft.ie) or Rent.ie (www.rent.ie)

We advise you to ask around. Your classmates might be looking for a housemate.

Helpline:

Tenancy Protection Service (TPS): www.threshold.ie Residential Tenancies Board (RTB): www.rtb.ie

Important things to check when searching for accommodation:

- area and surroundings
- your room and common spaces (kitchen, living room and bathroom)
- what is included in your rent (electricity, gas and water charges, Wi-Fi, TV, bins)
- who you live with
- rent and deposit
- contract (or receipt)
- Do not re-enter until given all clear

Finding a job

Finding a job in Ireland is a great way to improve your English and make new friends while earning some money. Attend our workshops and improve your CV (Curriculum Vitae/resume) and prepare for interviews. Check notice boards, shops, cafés, restaurants and websites for job opportunities.

In order to work in Ireland you need:

- an Irish bank account
- a PPS number (make an appointment with the Department of Social Protection and request a letter from the DCUIA reception).

Useful Websites

Keywords for search engines

Accommodation	Daft.ie, rent.ie, TPS, RTB
Banks	Bank of Ireland, AIB, PTSB, Ulster Bank
Clubs and Socs	DCU SU, DCU Clubs and Socs
Hostel and B&B	Hostelworld, hostels.com, bookings.ie, airbnb
Immigration	INIS, GNIB, IRP, ILEP, re-entry visa
Jobs	Jobs.ie, Indeed, Irish Jobs, PPS
Personal Safety	Garda, SafeZone
Study at DCU	DCU International Office
Tourist Information	Visit Dublin, Dublin.ie, Discover Ireland, ITAS
Transport	Dublin Bus, DART (train) and Irish Rail, LUAS (tram), Aircoach, Dublin bikes, Bleeper, Leap Card

FAQs - Frequently Asked Questions

General Questions

I want to buy a Leap Card.

You can buy one and top it up either from the Student Union or Londis (campus shop).

I want to buy a student Leap Card.

You can buy a student Leap card if your course is longer than 25 weeks.

How/ Where do I get a Student Leap Card?

Apply online and collect it from the Student Union with your DCUIA Student ID card.

When can I get a DCUIA Student ID?

Come to the DCUIA reception between 13:30 and 15:50. It's free!

I lost something on campus. What should I do?

The lost & found is located at the security office in the multi-story car park (near the EXIT).

I want to join the DCU Sports Centre / Gym.

Get your DCUIA student ID card from the DCUIA reception, then pay the fee at the gym.

Can I join DCU Clubs and Societies?

Yes, you can. Contact clubs and societies by email or via Facebook. (see page 11)

I started class this week but I don't think my class level is correct. What can I do?

Speak to your teacher. Your teacher will assess your level and guide you on this.

I have a problem in my class.

Please speak to your teacher. You can also speak to a member of staff at the DCUIA reception.

I have been recommended to take the Level Progress test on Friday. What time is Level Progress test? Where is the Level Progress test?

The level progress test is scheduled twice a month on Friday from 14:00 to 16:00. You will receive all information on an email.

I have been recommended to take the Level Progress test on Friday but I have class in the afternoon. What should I do?

You will be excused from class. You will join your class after the test and you won't be marked as absent.

It's my last week. How can I get my certificate?

You will receive your certificate in class on your last day.

Can I extend my DCUIA course?

Yes, you can. Please send us an email to english.courses@dcu.ie

Accommodation

I have a problem with my host family.

Please speak to the accommodation staff in the Services Office, or via email (hf@dcu.ie).

Can I change/cancel/extend my host family accommodation?

Yes, you can. Please speak to the accommodation staff in the Services Office, or via email (hf@dcu.ie).

Social Activities

I want to know about the activity schedules.

You can check on our website, on the noticeboard in the hallway of DCUIA building and on the web page. You will also receive a detailed schedule by email every week.
<https://english.dcu.ie/social-activities/>

Where can I sign up? Do I have to pay?

You can sign up and pay at the Services Office, or online. Depending on the activities, you can pay by either credit card or cash.

What a student can expect

- The DCUIA Staff will be courteous and professional at all times.
- To be supported academically and personally, in order to achieve your language study goals within an appropriate timeframe.
- To be offered a suitable orientation programme to help you settle into life in Ireland and to help you take advantage of the academic, cultural and social opportunities available to you.
- To be provided with an internationally, diverse and academically engaging learning environment.
- To be made aware of appropriate resources to help you develop autonomy in your learning.
- To be given regular constructive and prompt feedback.
- To be offered opportunities to enhance your academic development and social interaction.
- To be given opportunities to take part in a range of social and cultural activities.
- To be encouraged to provide feedback on all our services.
- That staff will carry out their duties giving utmost regard to students needs and to academic integrity.
- That policies and behaviour will reflect our full support of anti-discrimination legislation and international human rights.
- That DCUIA staff will display and encourage positive intercultural attitudes.

- The use of mobile phones, mobile devices or PC's for personal purposes is not permitted during class times.
- Punctuality is essential. Lack of punctuality is considered disrespectful and a breach of the charter.
- Aggressive or intolerant behaviour and/or speech will not be tolerated.

What we expect of students

- To be courteous and respectful at all times.
- To take responsibility for your learning and strive towards autonomy in your studies.
- To contribute towards creating and maintaining a positive, inclusive atmosphere.
- To act upon the professional advice of the academic staff.
- To attend all classes, be punctual and contribute constructively to the lessons.
- To use English at all times with staff and fellow students.
- To complete assignments on time and with due care and effort.
- To take responsibility for seeking support from the relevant sources.
- To regularly check email and our communication platforms (notice boards, website, Facebook page, screen displays etc.) to ensure you are aware of relevant information.
- To explore the extra curricular opportunities available.
- To make yourself aware of and comply with the rules, regulations and policies of the school and University (including Anti-discrimination Legislation & Equality Policies).
- To respect and embrace the diversity of the staff and student population.
- That you will use the school facilities and materials with respect and consideration for other users.

Emergency and Useful Contact Details

Emergency Services

Police (GARDA), Fire, Ambulance	999 or 112
DCUIA Emergency Assistance Phone	+353 85 185 7060

On Campus

DCU Campus Security Emergency	+353 1 700 5999
DCU International Academy Office	+353 1 700 5678 (08:30 16:30)

Medical

Out of hours Doctor (D Doc)	+353 81 822 4476
Local Dentist: College Gate Clinic	+353 1 837 1144

Irish Tourist Assistance Service

Free nationwide service offering support and assistance to visitors to Ireland who become victims of crime while visiting Ireland. Crime victims helpline (more details, visit www.itas.ie).

Crime Victims Helpline	+353 1 661 0562 or +353 (0) 1 666 9354
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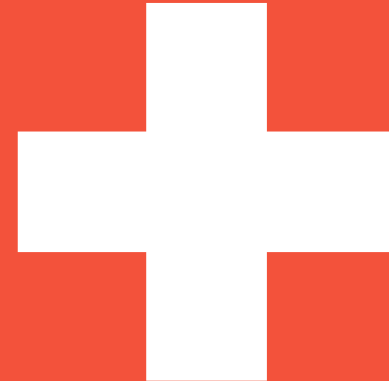
Report a racist incident

ENAR Ireland Network (www.enarireland.org)	+353 1 889 7110
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Confidential Student Advice

A listening, support and information service run by and for the students of DCU – 7 days a week, from September to May.

Niteline www.niteline.ie	(21:00 - 02:30)
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Health and Safety Information

Download free app SafeZone -
www.safezoneapp.com

Medical Services

This service is available to individuals who hold a European Health Insurance card or non-holders at a student rate of €40 - €60.

Please come to the DCUIA reception if you need to see a doctor.
(Outside of office hours – please use the ‘Out of hours’ Doctor Service: +353 818 22 44 76).

For out of hours doctors in other parts of Dublin and Ireland go to the HSE [Find Urgent and Emergency Care](#) site

Health and Safety

- Always carry emergency contact details with you
- Always tell someone where you are going
- Mind your money and personal belongings
- Don't leave expensive items or money where they can be seen
- Treat everyone with respect
- Do not carry a passport or national ID card unless it's necessary (except the Immigration card)
- Watch out for your smartphone
- Avoid travelling alone at night by public transport

Come and talk to us if you have a problem. We are here to help!

Fire Safety – On campus

If you hear the alarm:

- Leave the building IMMEDIATELY
- Use the nearest Fire Exit
- Do not run / Do not use the lift
- Do not stop to collect personal belongings
- Follow the instructions of Fire Wardens / Security
- Assemble at the nearest assembly point for the building
- Do not re-enter until given all clear

Fire Safety - Residences

If you hear the alarm:

- Switch off any cooking appliances
- Leave the apartment shutting the kitchen and/or bedroom door behind you
- Report to the assembly point outside the Sports Complex
- Let Security know if any of your housemates are missing
- Candles / oil burning are not permitted in DCU Residences

If you discover a fire:

- Break an alarm 'Break Glass' unit
- Leave the residences immediately and proceed to the assembly point
- At the assembly point let DCU Security know if any of your friends are missing.
(DCU Security 24/7 contact +353 1 700 5999)

Accidents / First Aid Assistance

- There are over 50 qualified first aid providers on Campus.
- We have a dedicated First Aid Responders at DCUIA.
- First Aid providers are based in all buildings during office hours
- Look for the first aid box in foyer of campus buildings
- Security provide first aid assistance after 5pm
- REPORT all accidents / injuries (no matter how small) to DCUIA

In Case of Incidents

1. Report to the nearest Garda (police) station
2. Receive an incident report (your name, date/time, place, incident details)
3. Contact your insurance company
4. Contact the DCUIA reception if you need any assistance (+353 1 700 5678 or DCUIA emergency phone +353 85 185 7060 outside of office opening hours)
5. Report to the DCUIA reception (B building) *

*The temporary DCU International Academy Reception is located in AG47 (Albert College Building, Building A, Ground Floor).

