

**LANGUAGE SERVICES**



**STUDENT HANDBOOK  
ENGLISH PROGRAMMES**

## 1. Staff members

- Main Office: VBG11 tel:+353 1 700 5678

- **Shima Yamanaka** (Student Welfare and Services Co-ordinator)  
tel: +353 1 700 6737 email: [shima.yamanaka@dcu.ie](mailto:shima.yamanaka@dcu.ie)
- **Eimear McCormack & Katie Kiernan** (Operations Administrator)
- **Tanja Arnhold & Christian McHugh** (Academic Operations Coordinator)
- **Ruth McNamara** (Academic Operations Manager)

- Services Office: VBG08 tel:+353 1 700 5552

- **Chris Forgaty** (Services Manager)
- **Sean Doherty** (Accommodation Assistant)
- **Karla Zavala** (Activities)

## 2. Classes

### Location

Classes are held throughout the university. **Your class room changes regularly.**

### Class Times

Standard classes run Monday to Friday from 8:50 – 12:50 (break 10:50 – 11.10) and 13:30 – 17:30 (break 15:30 – 15:50).

**Please Note:** English is the only language allowed to be spoken in class. Eating and drinking (except a bottle of water) in class is not permitted.

## 3. Internet Access, Computers and Social Media

### WiFi Access

**Username:** wifiguest    **Password:** NjAX24wA

### Computer Access

Library and CG60/61 (when classes are not scheduled)

**Login:** dculsusr    **Password:** AisGrt!25

**\*Opening Hours:** Please check with Library.

### Social Media

Follow us on social media and engage with your classmates! [Facebook](#) (EnglishDCU), [Instagram](#) (English@dcu) and on [Youtube](#) (EnglishatDCU)

## 4. Library and study room

To access to the DCU Main Library, ask for a student card and request the access at the office. (Please note that you are not allowed to borrow items from the library)

## 5. Sports Club

### **Membership Rates**

Membership: €35.00 for two weeks, €50.00 for one month, €165.00 for six months.

For more information visit [www.dcu.ie/dcusport](http://www.dcu.ie/dcusport)

## 6. Course Book Policy

Students are responsible for all textbooks issued to them by the school. While all textbooks remain the property of the school, students are required to handle them with care.

### **Buying books**

Students can buy course books at DCULS reception. The typical cost of a course book is around €35.00 but this may vary depending on the course. A no-returns policy applies.

### **Renting books**

The fee for renting books and materials is €35.00. This fee is for a course book and other materials for the duration of a course.

### **Returning books**

Rented books must be returned to the reception desk at the end of the course.

**Books must not have been damaged or defaced and must be completely unmarked.**

### **Damaging books**

Students must pay €35.00 if the rented book is damaged when it's returned.

## 7. Attendance and Punctuality Policy

- a) At DCU we are committed to maximizing learning opportunities and following principles of good practice.
- b) We expect students to take a responsible attitude to learning and to commit to a very high level of attendance and punctuality.
- c) Poor attendance often impedes learning.
- d) Poor attendance is considered disrespectful to classmates and teaching staff.
- e) We follow up on any incidence of repeated absence or lateness.

### **Official Requirements**

Many official bodies require us to report accurate details of student attendance and punctuality on a regular basis.

All non-EU students are required to keep minimum of 85% attendance rate by the immigration office.

**Students are required to send an email to [dculsattendance@dcu.ie](mailto:dculsattendance@dcu.ie) if they are unable to attend school.**

### **School Policy**

- a) The school records attendance and punctuality and reports this information to the relevant official bodies if necessary.
- b) **Any student arriving after 10 minutes to class will be marked late.**
- c) The school will follow-up on persistent lateness or absence.
- d) The following attendance issues are regarded as unusual and the school will contact students if these occur
  - Particular “patterns” of absence
  - Persistent lateness
- e) At the end of the week if the situation has not been resolved, the school will **contact the relevant official bodies.**
- f) In extreme circumstances the student may be asked to withdraw from the course.
- g) Students who fail to achieve an overall attendance rate of 65% will not receive an end-of-course certificate.

### **Special Circumstances**

- a) Students on Academic Year Programmes (25 week duration) must request holidays in advance. If the holiday is not requested in advance the student will be marked absent.
- b) If a student is unavoidably absent/late for valid reasons (s)he should contact school as soon as possible to discuss further.
- c) If a student is absent for medical reasons (s)he should contact the school as soon as possible. A medical certificate showing the dates when the student couldn't attend class must be submitted on their return.

## 8. Holiday Policy

Some students may wish to take holidays during the course of their time at DCU LS. The taking of holidays is generally allowed for students from EU countries and Working Holiday Visa holders, **provided that the student informs DCU LS office of their plans to take holidays at least 1 week in advance by email to [dculsattendance@dcu.ie](mailto:dculsattendance@dcu.ie)** of the planned date. Students may only take holidays in weekly periods (i.e. Monday to Friday only).

### **Visa Students – Please Note:**

If Visa holders have a booking of less than 25 weeks, the dates of permission-to-remain are fixed by the [Garda National Immigration Bureau](#). In these circumstances it is not possible for students to take holidays. Please direct queries on this matter to DCU LS office. If students' booking is more than 25 weeks, they need to follow the ILEP student's procedure.

School will be closed for following public holidays: Christmas holidays (1 or 2 weeks, please check the dates at the office), March 17<sup>th</sup> (St. Patrick's Day), Good Friday and Easter Monday (Please check the calendar), May Bank Holiday (1<sup>st</sup> Monday in May), June Bank Holiday (1<sup>st</sup> Monday in June), August Bank Holiday (1<sup>st</sup> Monday in August), October Bank Holiday (last Monday in October)

## 9. The Level Moving Test

### **What is the level moving test?**

The level moving test is designed to measure your level of English in order to make sure that you have learned all the necessary information at your current level and that you are ready to begin your study in a higher level class.

### **What does the test consist of?**

The test consists of four parts: grammar and vocabulary, reading comprehension and writing. All the tasks are at your current level of English and they employ a mixture of multiple choice questions, gap - fill sentences and open questions.

### **How do I apply for the level moving test?**

Talk to your teacher about your language progress. Your teacher will make the decision whether your level of English is sufficient to take the test and go to the next level or whether you need to spend more time in the current class. The teacher will analyse all your weekly class-tests, homework and class-work before deciding whether or not to recommend you for the level test. It is your teacher's decision.

### **How long is the test?**

Approximately 2 hours

### **When and where is the test?**

The test generally takes place once a week-Friday at 14:00. You will receive your results by email on Thursday week after 13:00.

### **What score do I have to get to pass the test?**

You need to get minimum 80% to be permitted to move to the next level.

### **What happens if I do not pass the test?**

If you score less than 80%, you will receive advice on what language skills you need to improve on. Your progress will be monitored by your teacher. You can re-sit the level moving test when your teacher recommends you again.

## **10. Public Transport**

### **Bus Services**

Dublin City University is served by buses at the [Ballymun Road entrance](#) and [beside the Helix](#). All bus routes at Ballymun Road bus stops serve Dublin city centre. Specifically, routes [4](#), [9](#), [11](#) and [13](#) call at Ballymun Road. The [44](#) bus at the DCU Helix stop serves Dublin city centre and the [104](#) bus serves Beaumont Hospital. On Friday and Saturday nights, 'Nitelink' buses [41N](#) and [88N](#) stop close to DCU also.

### **Journey Times and Fares**

Journey times to Dublin city centre are approximately 20 minutes. Dublin Bus accepts payment by coins (no notes), [LEAP card](#). The cash fare to Dublin City Centre (single) is €2.85 (or €2.15 with LEAP card)

### **Prepaid Tickets**

LEAP card for bus, tram (LUAS) and regional train (DART) [www.leapcard.ie](http://www.leapcard.ie)

Student Travel Card (€10), LEAP card and bus tickets can be bought at the Student Union Office.

**For further information and bus timetables, visit [www.dublinbus.ie](http://www.dublinbus.ie)**

## **11. GP Services**

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

### **Opening hours**

Please check at the office (Outside of these hours, please see page 8 for local GP information)

## 12. 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 on view.**
- **Treat everyone with respect**
- **Come and talk to us if you have a problem. We are here to help!**

### **Fire Safety – Teaching Buildings**

On hearing 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
- Comply with 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**

On hearing the alarm:

- Switch off any cooking appliances
- Leave the apartment shutting the kitchen &/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

### **On Discovering a Fire**

- Break an alarm 'Break Glass' unit
- Leave the residences immediately & proceed to the assembly point
- At the assembly point let DCU Security know if any of your friends are missing

### **Accidents / First Aid Assistance**

- There are over 50 qualified first aid providers on Campus
- 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 DCU LS

## 13. Emergency and Useful Contact Details

### On Campus

#### **DCU Campus Security Emergency**

**+353 1 700 5999** (or 00353 1 700 5999 from international mobile phones)

#### **DCU Language Services Office** (8.30 – 16.15, except Tuesday 8:30 – 15:50)

+353 1 700 6737 or 01 700 5678

(after hour emergency number: +353 851857060)

#### **Campus Residences Office** +353 1 700 5736

### Off Campus

**Police (GARDA), Fire, Ambulance 999 or 112**

### DCU LS Social Tours

DCU LS guides will distribute an emergency number to the students for use on day trips, half day trips and weekend trips.

### DCULS Emergency Assistance Phone

Ph: +353 851857060

### Medical

Out of hours Doctor Service

Ph: +3531850 2244 77

Local Doctor/Dentist:

123 Ballymun Rd Ph: +353 1 837 8194/1144

### Irish Tourist Assistance Service

Free nationwide service offering support and assistance to visitors to Ireland who become victims of crime while visiting Ireland +3531890 365 700

Crime victims help line 1850 211 407 (more details, visit [www.itas.ie](http://www.itas.ie))

### ENAR Ireland Network

Report a racist incident ([www.enarireland.org](http://www.enarireland.org))

Ph: +353 1 889 7110

### Niteline

Confidential Student Advice - 9pm–2.30am

Ph:+3531800 793 793

A listening, support and information service run by and for the students of DCU.

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

**Free App** **SafeZone** <http://www.safezoneapp.com/>

## 14. Online Services

### To check your class room allocations, request letters and attendance rates

1. Visit our website [www.english.dcu.ie](http://www.english.dcu.ie)
2. Click “CURRENT STUDENTS” (bottom of the page)
3. Type in the password “**dculs.campus**”



# School Charter

## WHAT A STUDENT CAN EXPECT...

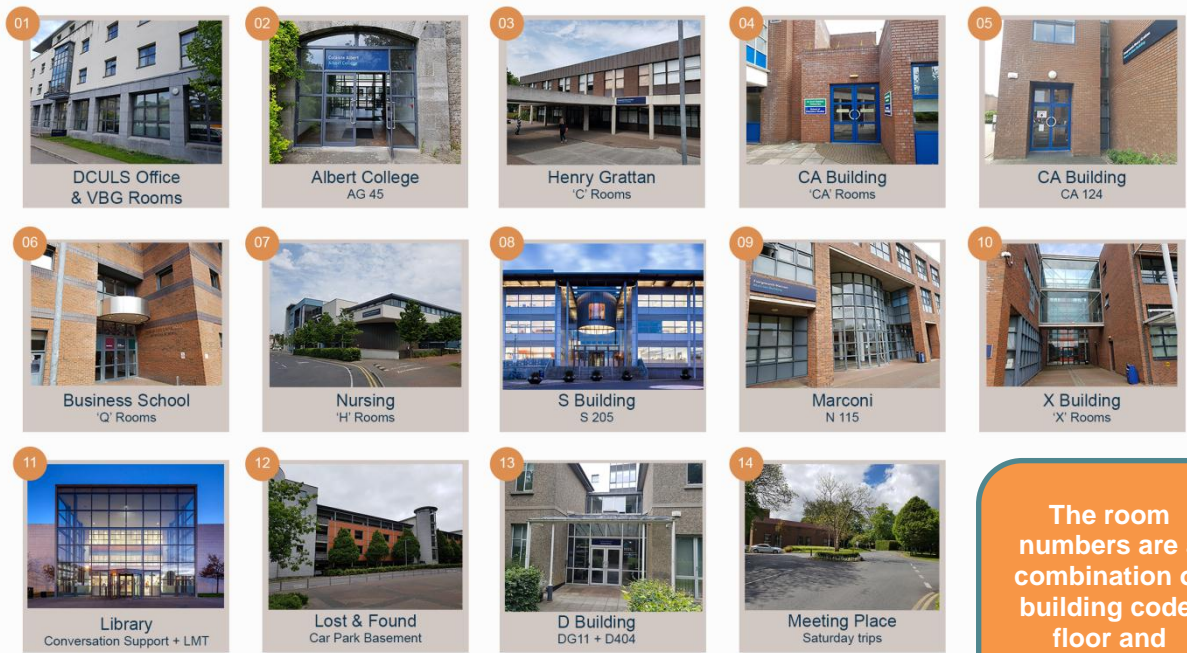
- That DCULS staff will be courteous and professional at all times.
- To be supported, academically and personally, in order to achieve your language study goals within an appropriate time-frame.
- To be offered a suitable orientation programme to help you settle into life in Ireland and to help you 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 your 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 DCULS staff will display and encourage positive intercultural attitudes.

## 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 the 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.

- The use of mobile phones, mobile devices or PCs for personal purposes is not permitted during class-time.
- 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.

# DCU CAMPUS MAP



The room numbers are a combination of building code, floor and numbers.