



Ollscoil Chathair Bhaile Átha Cliath
Dublin City University

Dublin City University International Student Handbook



International Office

Dublin City University,
Glasnevin,
Dublin 9,
Ireland.

Location:	Room CG26, Ground Floor, Henry Grattan Building
Email:	international.office@dcu.ie
Tel:	353-1-7007411
Fax:	353-1-7008698
Web:	www.dcu.ie/international
Opening Hours:	Monday - Thursday: 9.30 am - 12.30 pm 2.00 pm - 5.00 pm
	Friday: 9.30 am – 12.30 pm 2.00 pm – 4.00 pm

This handbook has been prepared by the International Office for information purposes only. Every effort has been made to ensure accuracy of all information and the University is not bound by any error or omission therein. Wherever possible, we would advise students to check websites for the most up-to-date information.

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Welcome to DCU

Welcome to Dublin City University! We are delighted that you have finally reached your study destination - DCU. We hope that your time here will be a unique and enriching experience for you and that you will soon settle into this new educational environment. Our role is to endeavour to do whatever is necessary to assist you in this transition from your home country and we look forward to this over the coming period.

This Handbook contains information on all aspects of your stay in Ireland – it provides information which will help you understand this new environment and explain important aspects of the academic, professional, social and personal norms in Ireland. We hope that you will take some time to read through it during the first few days here – and then consult it when you are looking for information on specific items.

The **International Office** works in conjunction with other units in the University, particularly Student Support & Development, to ensure that every aspect of your time at DCU is a success. Over many years, the staff in this office has built up a wealth of expertise in working with international students and is well-placed to answer any of your queries and provide whatever support you may need. We look forward to seeing you throughout your stay at DCU, whether it is for guidance on academic issues, information on participating in University life or assistance with any personal matter which you may wish to discuss.

You will find us on the ground floor of the Henry Grattan Building, room CG26, near “The Street”.

Wishing you every success over the coming months!

International Office

The **International Office** comprises of a dedicated team of professionals experienced in advising and supporting international students. The unit is responsible for marketing DCU internationally and for assisting international students who wish to attend DCU as a degree-seeking or visiting students. It also provides administrative support to Exchange and Study Abroad students.

Students are encouraged to contact us for any advice that they may need during their time at DCU – we also welcome active contributions from our international students and should you have any ideas about how we may add to our existing services please let us know.

We would also encourage our International Students to attend all orientation sessions that take place during orientation week.

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International Community at DCU

DCU is proud of its international community. Since its foundation, DCU has consciously supported and promoted internationalisation as an integral part of the DCU experience. In fact, DCU was the first Irish university to introduce a compulsory study abroad component into some of its programmes.

Since that time, the number of students who have gained an international experience at DCU has risen steadily. Some have studied abroad as exchange students, and others have had an international experience through the provision of global perspectives in our teaching. The presence of international students from around the world on our campus has also added to their experience.

Today, we have students and staff from over 100 countries studying and working at DCU and we invite you to actively share your own cultural flair with us. You can do this by joining some of the clubs and societies on campus which have an international outlook, by joining our Fáilte programme, by inviting others to learn about your country and culture, or through actively contributing to a global perspective in the classroom by sharing subject-specific information from your own country.

Here are a few ideas on how you can do this:

Join Clubs and Societies with an international perspective

The following clubs, societies and networks have been very successful in attracting interest and membership from international students and Irish students with an interest in international issues:

- International Student Network
- AIESEC
- Chinese Society
- Cricket Club
- Drama Society
- European Business Society
- Hiking Club
- Japanese Society
- Soccer Club
- St Vincent de Paul
- Suas mentoring society
- Tennis Club
- Global Brigades
- Indian Society
- Model UN

You should note that there are more than 100 Clubs and Societies at DCU with the full list available at: www.dcu.ie/studentlife

Further details are also provided in the Student Life brochure which is provided to you during the orientation period.

Faith Sharing Events

Throughout the course of the year there will be opportunities in the Inter Faith Centre for faith sharing. In previous years, the Inter Faith Council (a committee of students and chaplains) organised events that enabled students to learn about other faiths while at the same time exploring aspects in their own faith tradition. It is hoped that similar events will take place in the coming year. Please see display Notice Boards in “The Street” or the Inter Faith Centre for more details. www.dcu.ie/students/chaplaincy/index.shtml

Contribution to cultural learning and a truly global perspective

The best advice we can give you to ensure that you get the most out of your time at DCU is to contribute actively in the classroom, to offer your insights freely, to listen to each other and engage in cultural learning. By doing this, you will not only contribute to your own learning but also stimulate much discussion which will help you develop your intercultural skills. If you have ideas on information sessions or events which may contribute to further internationalising the DCU campus, please share them with us by contacting international.office@dcu.ie

Events & Activities

Throughout the year, many international events – cultural, social and academic are organised by the University. For example, “*International Week*” is a week of events to celebrate the international community at DCU. Students are invited to actively contribute their own cultural background through information, songs, literature, food, dress etc. Celebrations are also held throughout the year for example, Diwali, Thanksgiving, Higi and Chinese New Year. Full details of each event will be emailed to international students well in advance and information is also available on the Student Noticeboards located in “The Street” area of the Henry Grattan Building and on the public display monitor in the Student Advice Centre.

Fáilte Programme

Fáilte in the Irish language means Welcome! The University has put together some original ideas for our International Students to really experience Ireland. In the past students together with staff volunteers have taken cultural field trips to the world-renowned Newgrange Neolithic Monument, and also Belfast City. The Fáilte Programme has been very well received by previous International Students and it is hoped to expand on its activities in the future.



Immigration Matters

Visa Application Procedure

Most students coming from countries outside of the European Union and European Economic Area will require a 'Study Visa' to enter Ireland for study purposes. As the application procedures change from time to time, we would highly recommend that you consult the web pages of the Irish Department of Justice, Equality and Law Reform for detailed information. www.justice.ie Your nearest Irish embassy or consulate will also advise you about the process.

Please note the following procedures need to be completed before applying for a study visa for Ireland:

- 1) Apply to DCU for a place on your desired programme
- 2) Receive an Offer Letter from DCU
- 3) Pay full fees to DCU
- 4) Mail international.office@dcu.ie, quoting your student number and name and request a 'Visa Letter'
- 5) The Visa Letter will be issued to your contact address
- 6) Gather the required documents and submit the visa application to your nearest Irish embassy or consulate.

We would strongly advise you to apply for a study visa well in advance of the commencement date of your programme. The International Office at DCU will assist you as much as possible but we cannot influence the outcome of visa applications.

Please contact us if you have any queries regarding this procedure.

Permission to remain in the State

Students from non-EU/non-EEA countries must, at all times, ensure that they maintain a valid passport and Permission to Remain in the State. Non-EU/non-EEA students who do not require a visa must still ensure that they meet these conditions. Students from non-EU/non-EEA member states must also notify the Garda National Immigration Bureau (GNIB) if they change their address at any point during their stay in Ireland.

Please ensure that you have our Offer Letter/Confirmation of Payment from DCU when entering Ireland – this will assist at arrival point of entry into Ireland.

Registration with the Immigration Authorities in Ireland

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

After arriving in Ireland, all students from outside the EU or the EEA and Switzerland must register at the Garda National Immigration Bureau (details below) and at all times have a valid registration certificate in the form of a GNIB Card. The date by which you must register will be indicated by way of a stamp in your passport by the Immigration Authorities at your point of arrival into Ireland. Please bear in mind that a visa only permits you to enter Ireland and does not guarantee you a right to remain in the country so you must register with the GNIB within the timeframe indicated.

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



If you are living in the Dublin region, you must register at the GNIB offices

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

Telephone: +353 1 666 9100 + 353 1 6669101

Email: gnib_dv@garda.ie

Items for GNIB Registration

When registering with GNIB you will need to take along:

- A valid passport
- An entry visa (where applicable)
- Student Card from DCU, valid for the current year
- Evidence of financial support (e.g. current bank statement indicating your name/a letter of guarantee from a parent or guardian indicating the availability of sufficient funds to cover you during your period of stay in Ireland/letter from your sponsor, confirming financial status)
- Proof of your residential address in Dublin, e.g. a utility bill showing your name and address or a letter from your landlord/student residence confirming your address
- A letter from DCU indicating that you are a registered student at DCU
- You must have proof that fees have been paid to the University
- Evidence of Private Health Insurance is required for Non-EU Students.

There is a Department of Justice, Equality & Law Reform charge of €150 each time you register. This can be paid by credit card. Otherwise the Immigration Officer will issue you with a bank giro form and request you to complete this and return again with confirmation that it has been paid. No cash is accepted at the GNIB.

You can download an information leaflet about the costs and methods of payment from: www.garda.ie/documents/user/feeinformation.pdf

Re-entry Visa

(Relevant only for students from visa requiring countries)

Your first visa for Ireland will be a single entry visa. If you have a valid reason (including holidays) for leaving Ireland for a short period of time, you must apply for a Re-entry visa in advance of making any arrangements.

The International Office will provide you with a letter for this purpose provided that you have registered with the GNIB and are attending your programme. Supporting evidence of the above will be requested before a letter can be issued. If you are travelling from Ireland to a country other than your own country, you must find out if you require a visa for the third country. In this case, the International Office can provide you with an attendance letter for the relevant Embassy.

Renewal of Permission to Remain in the State (GNIB Registration)

(relevant only for full-degree DCU students, not relevant for Exchange and Study Abroad students)

You are responsible for renewing your GNIB registration card each time it expires. If you are taking a degree programme over a number of years, you must renew your card for each academic year. The International Office will issue you with a letter to support this.

Disclaimer: DCU will endeavour to always provide the most current information, however, as immigration regulations are subject to change, students are advised to refer to the Irish Government immigration website for any updates: www.inis.gov.ie

Opening a Bank Account & Money Matters

In recent years, it has become easier for students from EU member states to access funds through their own bank back home. If you fall into this category, and especially if you are only in Ireland for one semester, it may not be necessary for you to open a bank account. Students from outside the EU and those studying towards a full degree, however, are required to open a bank account in order to meet immigration requirements.

There are a number of ATMs on campus located in the Hub, The Henry Grattan Building and the Spar Convenience shop.

If you wish to open a bank account, you can choose freely amongst the banks available in Ireland. Regardless of where you open a bank account, you are required to submit the following information:

- Official bank application form
- Official proof of address (e.g. a bill or official lease agreement)
- Passport or National ID.

Students who wish to open a bank account at the AIB Bank on the DCU campus and who do not have any official proof of address should note that the International Office have an agreement with the AIB branch on campus to provide supporting documentation. Students must complete the **'Non-EU Student Letter Request Form'**, get your landlord or rental agency to sign it and bring it to the International Office.



Working In Ireland

Students who are not a citizen of the European Union (EU), the European Economic Area (EEA) or Switzerland and who wish to work in Ireland part-time must be registered as a full-time student on a course leading to a recognised qualification.

Students meeting this condition must be in possession of a valid GNIB card with stamp 2, and must have applied for and received a Personal Public Services (PPS) number prior to joining an employer. You may work up to 20 hours per week during term time and up to 40 hours per week out of term time.

Students will also be required to comply with the University Social Contribution, Pay Related Social Insurance, employment laws and taxation requirements of the state.

An employer may ask you to provide evidence of your work availability. This type of letter can be requested from the International Office.



Students from EU member states may work without any special permission and should follow the guidelines for applying for a Personal Public Services (PPS) number below.

Students on one-year postgraduate programmes should not underestimate the amount of time which is expected of ‘independent study’. These programmes are highly intensive and are often not conducive to part-time work. It may, however, be possible for you to work during the ‘holiday periods’.

Applying for a Personal Public Services (PPS) Number

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

A list of welfare offices together with a detailed information sheet can be found on the website of the Department of Social Protection: www.welfare.ie

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

	EU Nationals & Other EEA Citizens (incl EU Nationals & Citizens of Iceland, Liechtenstein, Norway plus Switzerland)	Non EEA National
Birth Certificate/ Passport	Passport or National Identity Card and	Passport or Certificate of Registration with Department of Justice, Equality & Law Reform (Immigration Card) and
Photographic Identification	and	and
Address	Evidence of Address in Ireland	Evidence of Address in Ireland

The following are acceptable evidence of address:

- Household utility bill
- Official letter/document
- Financial statement
- Property lease or tenancy agreement
- Verified employer's letter.

All documents **must** show the applicant's name and address in Ireland.

If you are not in possession of official proof of address, the International Office can assist you. You must first complete the official '**Non-EU Student Letter Request Form**' from the International Office. Please ask your landlord or rental agency to sign it and return the completed form to the International Office. You will then be issued with an official letter which can be used as official proof of address when you apply for your PPS number.



Accommodation

Finding suitable accommodation in a foreign country can sometimes be difficult and we would recommend that you organise this as soon as you have been made an offer to study at DCU.

You first need to decide on whether you would like to live on or off campus. Each student will have his/her own preference and both forms of accommodation have advantages and disadvantages.

In terms of cost, a single room on or off-campus will be approximately the same. Sharing a room with other students is usually less expensive.

We often find that students studying for one year (on a postgraduate programme or a Study Abroad programme) prefer to book on-campus accommodation; students coming into the first year of a three or four year programme, tend to live on-campus for the first year and then explore possibilities of moving off-campus with friends.

The following details the possibilities of both on- and off-campus accommodation.

On-Campus Accommodation:

DCU's Accommodation Office will assist students in choosing the most suitable type of on-campus accommodation for their period of study in Ireland. The on-campus accommodation facilities provide options ranging from standard accommodation to more luxurious. Full details are available at: <http://www.dcu.ie/accommodation>

Please contact the staff at Campus Accommodation Ltd and they will assist you further. Please note that on-campus accommodation cannot be booked until you have been made an offer to study at DCU.

Off-Campus Accommodation:

There is plenty of accommodation available in the vicinity of DCU. Students can choose from private student apartments, renting a house with fellow-students or living with a family. Please remember that you should allow yourself ample time to search for a suitable accommodation type to meet your needs (2 weeks should suffice).

The following websites may be of assistance:

<http://www.daft.ie> (recommended by students – all types of accommodation available)

<http://shanowensquare.com> (e-mail: info@shanowensquare.com) (student apartments)

When you arrive at DCU, you will also find notices displayed around the University providing information about properties to rent in the vicinity of the University. The 'Evening Herald' newspaper also has a substantial rental section, which may be of assistance. Please note that these are private landlords and DCU cannot guarantee the suitability of any accommodation off-campus.

You can also display your own notice on The 'International Office Message Board' if you would like to find other students to share accommodation.

The following list of hostels, guesthouses and B&Bs may be of use if you need temporary accommodation when you arrive in Ireland.



Hostels

<p>Abbey Court 29 Bachelors Walk Dublin 1 Tel: +353-1-8780700 Fax: +353-1-8780719 E-mail: info@abbey-court.com Website: www.abbey-court.com</p>	<p>Avalon House 55 Aungier Street Dublin 2 Tel: 353-1-4750001 Fax: 353-1-4750303 E-mail: info@avalon-house.ie Website: www.avalon-house.ie</p>
<p>Barnacles Temple Bar House 19 Temple Lane South Dublin 2 Tel: +353-1-6716277 Fax: +353-1-6716591 E-mail: templebar@barnacles.ie Website: www.barnacles.ie</p>	<p>Dublin International Youth Hostel 61 Mountjoy Square Dublin 7 Tel: +353-1-8301766 Fax: +353-1-8305808 email: reception@anoige.ie Website: www.anoige.ie</p>
<p>Isaac's Hostel 2/5 Frenchman's Lane Dublin 1 Tel: +353-1-8556215 Fax: +353-1-8556574 E-mail: hostel@isaacs.ie Website: www.isaacs.ie</p>	<p>Jacob's Inn 21– 28 Talbot Place Dublin 1 Tel: +353-1-8555660 Fax: +353-1-8555664 Email: Jacobs@isaacs.ie Website: www.isaacs.ie</p>

Guesthouses

<p>EGAN'S HOUSE 7-9 Iona Park Dublin 9 Tel: +353-1-830 3611 E-mail: info@eganshouse.com Website: www.eganshouse.com</p>	<p>Almanii B&B 217 Swords Road, Whitehall, Dublin 9. Tel: (01) 857 4902 E-mail: almani@indigo.ie Website: www.almanii.com</p>
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Location of DCU

DCU is situated midway between Dublin airport (approx 5 miles) and Dublin city centre. The campus is bordered on two sides by Ballymun Road and Collins Avenue and is within easy access of a number of major routes (M50, M1 Motorways).

From Dublin Airport:

Taxi: The easiest way to get to DCU from the airport is by taxi. The taxi ride should take approximately 15 minutes and should cost no more than €25. You are entitled to ask the taxi driver for a receipt, if you need one.

Car: If you are driving to DCU from the airport, follow the M1 motorway, direction 'city centre', turn right at Whitehall Church into Collins Avenue. DCU is 500 metres up this road on the left hand side.

Bus Services:

At the time of going to press DCU is best serviced by the following Bus routes:

Check www.dublinbus.ie for latest timetables and further information:

- 3, 4, 9, 11, 13, 13a, 16 to and from city centre
- 17A – from Kilbarrack to Finglas
- 33 – to and from Balbriggan via Swords Road
- 41, 41B and 41C – to and from Swords via Swords Road
- 16A – from lower Rathfarnham to Dublin airport via Swords Road.



What to Do When you Arrive

The Orientation Programme for international students is an important part of your academic stay at DCU. This will take place in the week prior to the commencement of the academic semester and you will find full details on the homepages of the International Office website <http://www.dcu.ie/international>. Please consult these pages to ensure that you arrive on time for the Orientation sessions, which are invaluable to ensure a successful period of study at DCU.

If you have not already secured accommodation, we would advise you to arrive 2 weeks before the classes begin. The full academic calendar can be found at: <http://www.dcu.ie/timetables>. The University will be very quiet until the lectures begin, but you can use this time to familiarise yourself with the University and the city.



Orientation Programme for International Students

Over the years, it has been proven time and again that the students who attend the Orientation sessions benefit hugely from the information presented and, on the whole, have a much more positive experience at DCU than those who choose not to attend. This is a once-off opportunity for students to receive detailed information and tips about many aspects of DCU and living in Ireland. It is also an opportunity to meet other international students and form 'early friendships'.

We are constantly up-dating and improving our information sessions, so please consult our webpages to ensure that you have information regarding the Orientation period which is relevant at your time of entry. Sessions generally include:

- computing facilities/access to the internet
- choosing modules
- the assessment procedure/the appeals procedure
- registering with the Garda Immigration Bureau
- part-time work in Ireland – legal issues
- integrating into life at DCU
- student support services for international students.

We cannot emphasise enough the importance of attendance at these sessions. Please take the dates of the Orientation period into account when making your travel arrangements.



Student Support and Development at DCU

The International Office at DCU is part of a highly dedicated team of professionals who together offer a comprehensive student support and development service. In addition to being your ultimate student survival guide, the “Student Handbook A – Z Guide to life @ DCU” provides detailed information on all the support and development services available to students at DCU.

Below please find a list of services offered by Student Support & Development. We would advise all students to refer to the Student Handbook A-Z Guide for detailed information or check online at www.dcu.ie/students

Student Advice Centre

Offers advice and guidance on all areas whether academic, personal or financial. It is considered a very good place to start www.dcu.ie/students/advice.

Academic Support

An academic support service which includes details of Academic Skills Workshops, DCU Maths Learning Centre, DCU Library E-Tutorial, Disability & Learning Support service etc can be found online which helps students develop and enhance their academic skills. www.dcu.ie/studentlearning

Careers Service

The mission of the Careers service is to enable students to manage their careers (by setting realistic goals, make informed career decisions, develop skills necessary to accomplish their goals). This service offers advice, seminars, workshops, information on career events, vacancies and a Career Management Skills Programme. www.dcu.ie/students/careers

Counselling and Personal Development

This is a professional and confidential service which provides personal counselling, resource materials and a referral service to all DCU Students. www.dcu.ie/students/counselling

Health Centre

The Health Centre provides primary health care and healthy lifestyle education for all students on campus. www.dcu.ie/students/health/index.shtml

Interfaith Centre & Chaplaincy

The Interfaith Centre provides a welcome place for all members of the DCU community; it is also the home of the Chaplaincy in DCU; It serves as meeting place for many clubs and societies; and among other things makes a piano available for practice www.dcu.ie/students/chaplaincy/index.shtml

INTRA Office

DCU's Integrated Training Programme offers full support to DCU students registered on a degree programme which includes an integrated training component. www.dcu.ie/intra/index.shtml

Sports and Recreation Service

This service develops sports for DCU students and develops students through sports. www.dcu.ie/studentsport

Student Message Boards

Student message boards are located in The Street opposite the Registry and can be used to display messages and to search for information.



Administrative Bodies at DCU

Like any university, DCU has a large number of administrative units with responsibilities for various areas of academic life and which are crucial to make the University 'function'. While it is not necessary for you to be familiar with all of the units, there are a certain number which will be important to you during the course of your studies. The list below represents the units which you may need at some stage in your academic life – there may well be others, which are not listed here!

The Registry

The Registry is the centre of student administration and is responsible for a host of activities including, notably, registration of students and modules, the examinations process, issuing letters of registration and dealing with all student academic queries. The Registry is located in the 'Street' in the Henry Grattan Building. www.dcu.ie/registry

Finance Office

All financial dealings with the University are conducted through the Finance Office. These include payment of fees, letters of confirmation of payment, payment of fines etc. As with all financial transactions, please ensure that you receive receipts of any fees/payments to the University and you should retain these as they will be required at Registration.

We would recommend that you quote the following information with all communication to the finance office:

- Your Student Identification Number
- Your Full name: Firstname and Lastname
- Your programme of study at DCU.

Full information regarding Finance activities please refer to <http://www.dcu.ie/finance>

Full details of fees and charges which may apply during the academic year are available from the Fees Office. www.dcu.ie/finance/fees

Disability and Learning Support Service

If you have a disability or have a specific learning difficulty of any kind, the Disability & Learning Support Service can offer support and equipment. Please contact the Disability Service as soon as you arrive on campus to ensure that any relevant supports can be put in place as soon as possible.

Further information can be found at www.dcu.ie/students/disability

Attendance at Lectures/Labs

On the whole, attendance at lectures at DCU is not monitored (there are exceptions, however). It is the responsibility of the student to attend lectures and to try to avoid missing classes.

There is a culture of 'class attendance' in Ireland and even other students do not look kindly on students who choose not to attend. Please remember that you may need to take part in class projects with your colleagues and, if you are absent often, this will cause you difficulties, as students may be reluctant to work with you!

If, however, you have to miss a substantial number of classes for personal or health reasons, you should talk to the lecturer and/or the Chairperson of the programme and he/she will advise you how to avoid difficulties with the particular module. It will be necessary to submit medical certificates to the University if you feel your performance in exams has been affected by illness.

www.dcu.ie/registry/examinations





Assessment Procedures

At DCU, modules are assessed in a variety of ways. At the beginning of semester, each lecturer will provide detailed information on the type of assessment, which applies to his/her particular module – please ensure that these are clear to you and request further clarification from the lecturer in question if you are still unsure.

Assessments may take the form of oral or written presentations (individual or group), in-term written or oral examinations, class participation, laboratory work or written and oral examinations during the official ‘examination period’.

Many modules have a variety of assessments with a certain percentage being allocated towards the final mark for each component. Some components **must** be passed in order to successfully complete the module.

Students who complete a programme of study at under- or postgraduate level at DCU will be awarded a ‘final classification’. Students who take part in an exchange programme or a Study Abroad programme will receive individual grades for the modules they have chosen.

The grading system for honours bachelor degrees at DCU is as follows:

1st class honours:	70% - 100%
2nd class honours, grade one:	60% - 69%
2nd class honours, grade two:	50% - 59%
3rd class honours:	40% - 49%

All students should read the examination regulations on the DCU website

www.dcu.ie/registry/examinations



Health Care in Ireland and Medical Cover

In the unfortunate event that you are admitted to hospital unexpectedly, please inform the hospital that you are a DCU student and they will make contact with us at 7007411.

This section provides information on the Irish Health Care system and requirements for medical cover.

Health Insurance/Medical Expenses Cover

All students coming to Ireland must be covered by valid health insurance or medical cover for the duration of their stay.

Students from EU Member States

Students from EU Member States should be in possession of a European Health Insurance Card (EHIC) in from their home country. Students who do not yet have this card are advised to make the necessary arrangements immediately. This card will grant students the same access to Irish medical services as is the case for Irish citizens. Please keep in mind that the Irish health care system might differ from the health care system in your own country, and you may be liable for certain payments you would not be expected to cover at home. Students may also choose additional private medical or health insurance cover, although this is not a requirement.

Students from outside the EU

Students from outside the EU are required to have private health insurance or suitable medical cover in place prior to entering Ireland. Students may arrange this in their own country or through an Irish company. We would advise all students to review existing schemes offered in their own country for suitability. If, after arriving in Ireland, you are not in possession of suitable medical cover, you are advised to arrange this immediately. If you have not been able to identify a suitable option in your own country, please see details of an arrangement which DCU has negotiated below.

1. The insurance system is operated by an insurance broker called O'Driscoll O'Neill in Ireland on behalf of Medicover. Medicover Medical Expenses Insurance costs €120 for Third level students, which is considered to be good value. The policy is underwritten by ACE Europe
2. To apply: www.odon.ie/dcu

3. You must have a valid Mastercard, VISA or LASERCARD
4. You will receive your insurance certificate once €120 is paid online
5. Once you receive your insurance certificate you can submit to the Visa Office (for visa requiring countries) and retain for evidence with immigration and GNIB authorities in Ireland.

Please note that while DCU has negotiated this arrangement for its students, the University does not accept responsibility for the purchase of medical cover insurance on behalf of a student. Students are advised to read the information carefully to allow them make an informed choice and to contact the company directly should any queries arise.

The Irish Health Care System

Health and personal social services are delivered by the Health Service Executive (HSE), through medical professionals and hospitals and through a network of local health centres and clinics at community level.

Health services can be broadly defined as those services that are concerned with the

- promotion of good health
- prevention of illness (for example, food safety services, immunisation and vaccinations services, health screening, infant and child health services)
- the diagnosis and treatment of illness (for example, family doctor (GP) services, hospital services)

Access to services

The main delivery point for community health and personal social services is through the network of 32 Local Health Offices and local health centres. The wide range of services that are provided can include general practitioner services, public health nursing, child health services, community welfare, chiropody, ophthalmic, speech therapy, social work, addiction counselling and treatment, physiotherapy, occupational therapy, psychiatric services and home help.

Access to hospital services is through your GP/family doctor, except for Accident and Emergency Services.



Entitlement to Health Services

Entitlement to health services in Ireland is primarily based on residency and means, rather than on your payment of tax or pay-related social insurance (PRSI). Any person, regardless of nationality, who is accepted by the Health Service Executive (HSE) as being ordinarily resident in Ireland is entitled to either full eligibility (Category 1; medical card holders) or limited eligibility (Category 2) for health services.

Short-term Visitors to Ireland

- **Visitors from EU Member States:** are entitled to urgent medical treatment here without charge provided they present the European Health Insurance Card. Visitors from the United Kingdom do not Require the European Health Insurance Card. Evidence of residence in the United Kingdom may be required e.g. social security documentation or driving licence.
- **Visitors from Australia:** are entitled to urgent medical treatment here on the same basis as non-medical card holders, i.e., they are subject to hospital charges. Visitors will, on presentation of suitable identification (passport/evidence of residence in Australia) be entitled to hospital services as a public patient and will be invoiced for the relevant hospital charge.
- **Visitors from countries outside the EU:** may be charged the full economic cost for any treatment provided here.

Students from non-EU or non-EEA countries (except Switzerland)

If you are a student from a non-EU or non-EEA country (with the exception of Switzerland), you are generally regarded as ordinarily resident if you are registered for a course of study that will last for at least one academic year.

If you are here for a shorter period, you are regarded as a visitor and you do not have any entitlement to free or subsidised health services.

Further information: www.citizensinformation.ie

The Health Service at DCU

The DCU Health Service provides the following services:

- Doctor's Service
- Nurse's Service
- Medical attention to all students who feel unwell or become ill on campus
- A call-out service is available for emergencies only occurring within the campus
- Contraception/Family Planning advice
- Wound Dressing, Ear syringing, vaccinations etc.
- Referral, on request or where deemed appropriate to counsellor or other support bodies
- Health Promotion and encouragement of a healthy lifestyle
- Health Awareness/Wellness Days
- Health Information on alcohol, S.T.I.'s, mental health and diet/exercise
- Advice and support on any health or personal matter
- Nutrition counselling and healthy eating promotion
- Sports injury referrals
- Forms and advice on Medical cards and entitlements.

How to get the best from DCU Health Service

The first point of contact is the nurse who provides a “drop-in” facility.

- The nurse must see all students initially
- Students with any medical conditions requiring special attention are advised to inform the nurse
- Repeat Contraceptive Pill prescriptions can be ordered through appointment with the nurse
- Doctor consultations are available by appointment only
- DCU student ID card is required at each visit
- A minimum of 5 DAYS notice is required for all repeat and routine prescriptions (i.e. routine inhalers, ongoing medication etc)
- Medical certificates are issued only at time of illness and will not be backdated
- All consultations with Doctor cost €10, and modest charges have been imposed for certain procedures for example (dressings, sight testing, prescribed medicines etc)
- Doctor Service is available Monday-Friday during semester time only, there is no DCU Doctor available “out of semester” in the Health Service
- DCU doctors do not carry out house calls to students’ homes or campus residences.

How to make an appointment

All doctor’s clinics are by appointment only. Please telephone the Health Service on (01) 700 5143 or by calling into the Health Centre in the Henry Grattan Building. Appointments can be made at the following times: 09.15 – 12.30 or 14.00 – 16.30.

Urgent Appointments

If the problem is urgent, please call to the health centre before 10am or request to speak to the nurse on the phone. Urgent problems will be given priority by the doctors.

Confidentiality

Absolute confidentiality is maintained in the Health Service. Medical Records are available to Health Centre Staff only and cannot be made available to any other University Department.

D-Doc

D-Doc is a GP emergency after hours service available in the North Dublin area. Telephone 1850 224477. There is a fee for this service. Further details www.northdoc.ie

Emergency Services

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



Practical Information for Living in Ireland

Ireland's Currency – the EURO

The EURO is a currency used by many of the member states of the European Union. One major benefit of this shared currency is, of course, that it makes travelling across borders much easier. As not all EU member states use this joint currency and if you plan to travel to other European countries during your time at DCU, make sure you check currency details for the various countries you intend to visit before you travel.

The EURO currency consists of the following coins and bank notes:

Coins: 1 cent, 2 cent, 5 cent, 10 cent, 20 cent, 50 cent, €1, €2

Bank notes: €5, €10, €20, €50, €100, €200, €500

While the currency is the same across the countries using the EURO, there is one distinction: each country has a different design on the back of its coins, which allows people to identify the country where a coin originated. Some people have gone as far as collecting one coin each per denomination from each country in the Eurozone.

Cost of Living

The following is an indication of the current monthly cost of living in Dublin:

■ Accommodation	€350-500	■ Cloths incl laundry	€50
■ Food	€240-€300	■ Miscellaneous	€100
■ Books & materials	€50	■ Travel	€80

Electricity

The standard domestic electricity supply in Ireland is 230 volt AC (frequency 50hz). Electrical appliances such as hair dryers etc must be fitted with a rectangular 3-pin plug suited to electricity currency.

Mobile Phones

There are currently 4 mobile telephone providers in Ireland:

- O2 (www.o2.ie)
- Vodafone (www.vodafone.ie)
- 3G (www.3gmobile.ie)
- Meteor (www.meteor.ie)

All of the above providers have outlets in Dublin. Before you purchase a mobile phone, we suggest that you should have a good look around the various shops and websites to find the best offers around.

Postal Service

An Post provides the postal service in Ireland. Letter post rates are as follows:

Ireland .55 cent UK .82 cent EU .82 cent Rest of World .82 cent

Further information on all services provided by An Post can be found: www.anpost.ie

Smoking

Ireland became the first country in Europe to impose a ban on smoking in the workplace. It is now illegal to smoke in cafés, pubs and restaurants, public transport and public buildings throughout Ireland.

Weather

Ireland has a temperate climate with summer temperatures ranging from 16 – 24 degrees Celsius. In winter the temperature rarely drops below freezing point, but the winters can be quite damp. Further information about Ireland's weather can be found on Ireland's Meteorological Service: www.met.ie

Shopping

Dublin has plenty of shops offering goods at all price levels. Here is a quick guide to the most common shops and supermarkets:

Supermarkets

Prices in Supermarkets are often considered more competitive than the smaller food shops.

- Aldi (there is one store approximately 15 mins from DCU and another one in the city centre)
- Lidl (city centre and other locations)
- Tesco (there is one in the OmniPark shopping centre in Santry, a 10 min walk from DCU and other locations) – tesco.ie offer delivery service
- Dunnes (city centre and other locations)
- Supervalu (there is one in Ballymun, a 10 min walk from DCU and other locations).

Smaller food shops

(these tend to be more expensive than supermarkets however can be often found in more convenient locations)

- Eurospar (outside the Shanowen Square apartments)
- Spar
- Centra
- Mace
- Londis



Household wares

- Dunnes
- Penneys (in the OmniPark Shopping Centre)
- Arnotts (Henry Street)
- Debenhams
- IKEA (Ballymun)

Clothes and other shops

- Ompipark Shopping centre in Santry
- Area around Henry Street just off O'Connell Street
- Area around Grafton Street on the south side of the city centre.

TRANSPORT

Dublin Bus

The information below has been retrieved from the Dublin Bus website (www.dublinbus.ie). You should refer to this web site for any fare updates and amendments or changes to any Dublin Bus Timetables and schedules.

The fares below are for all Dublin Bus scheduled services (except Nitelink, Airlink, Sightseeing Tours or Ferry Services).

Stages Travelled	Cash Fare
1 – 3	€1.20
4 – 7	€1.65
8 – 13	€1.85
14 – 23	€2.30

Outer Suburban Fares are **€2.30, €3.60**

Stages

- Fares on Dublin Bus are charged according to the number of stages travelled.
- The number of stages travelled is calculated by deducting the boarding stage number from the alighting stage number

- Passengers boarding between stage points pay the appropriate fare from the preceding stage point. Passengers alighting between stage points pay the appropriate fare to the next stage point
- All route stages are listed under the timetables.

Autofare - the exact fare system

The Autofare exact fare system is in operation on the majority of Dublin Bus services and passengers must have the exact fare when boarding a bus as change will not be provided by the driver.

How does it work?

- Having established the appropriate fare for the journey you propose to take, you insert the EXACT FARE in coins only into the top of the fare box. Notes are NOT accepted
- A ticket will then be issued by the ticket machine once the driver is satisfied that the correct fare has been deposited
- If you have to deposit more than the exact fare, the driver will issue a passenger change ticket for the overpayment. This passenger change ticket, together with your travel ticket, must be presented at Dublin Bus, 59 Upper O'Connell Street, in order to claim a refund of the overpayment.

Other Public Transport

The longer you spend in Dublin, the more likely you are to venture to different parts of the city and beyond. Here is a quick guide to other means of public transport available in Dublin:

Taxis

Taxis are available on call or from officially marked taxi ranks across the city. Before you get into any taxi, make sure that the taxi is licenced - all taxis must have a licence clearly displayed in the front of the car. When you get into a taxi, check that the meter (which displays the fare) is switched on. Pickup charges may be added to the regular fare if you are picked up from a specific location, including your home and the airport.

DART (Dublin Area Rapid Transit)

The DART is a city train system serving the greater Dublin area. Trains run along the coast from North Dublin County to South Dublin County. Timetables may be viewed at www.irishrail.ie



Luas

The Luas is Dublin's tram system. There are currently two lines in operation, serving Dublin city centre and the suburbs. The Student Travelcard is valid on this system. Further information about the Luas is available at www.luas.ie

Bus Éireann

This is the name of the official Irish Bus company, which serves all major cities and towns in Ireland. Buses leave from Busáras, the designated bus station in the city centre of Dublin. Bus timetables, fare information etc may be accessed at www.buseireann.ie. It is generally cheaper to travel by bus than train in Ireland, however, it is best to research and compare bus and rail fares.

Iarnród Eireann

This is Ireland's rail system. Irish Rail operates services to all provincial cities from two stations in Dublin, Connolly Station which is located near Busáras and Heuston Station which is in the western part of the city centre near Phoenix Park. www.irishrail.ie

Student Travel Card

Students who hold a student travel card can benefit from great discounts on travel and other services nationally. Full details may be viewed at: www.studenttravelcard.ie

It is possible to obtain a student travel card from DCU Students' Union (located in The Hub) on campus.

Social Life

DCU is home to The Helix, a multi-venue Arts centre located on campus which offers a range of performing arts (www.thehelix.ie) and is well supported by its students. Your time in Dublin however will not only be spent in DCU classrooms or laboratories! With Dublin as your study destination, you have made a great choice. Unofficial figures indicate that nearly half of the city's population is in their 20's or younger. You can also check out the many theatres, museums, art galleries and music venues that Dublin has to offer.

together with countless bars and restaurants. Dublin is a fantastic place for students and we hope that you will get to experience this city at all levels.

For information on events and venues, check out national newspapers and also tourist www.visitdublin.com or entertainment web sites www.entertainment.ie

Heritage Card

If you wish to visit sites of historical interest throughout Ireland, The Heritage Card might be of interest to you. The Office of Public Works manages a number of Heritage Sites in Ireland and provide a heritage card allowing a reduced student rate. The card is valid for one year. Further information can be found at www.heritageireland.ie

Personal Safety

Dublin is generally considered to be a safe city. Like all major cities around the world, however, certain types of crime are on the increase. Because we care about you, we want you to be safe and would like to remind to take the following basic precautionary measure:

- Walk in pairs, if possible, especially after dark
- Do not carry large amounts of cash around with you

- Do not carry your passport with you – your student ID will serve as identification, if required
- Keep your personal belongings near you and certainly never unattended when in public places
- Make copies of your passport and other personal IDs and keep them in a safe place.
- Do not walk along around unfamiliar areas, especially at night time
- If anything happens to you, contact your local Garda (Police) station immediately to report the incident.



Academic Matters

The University and Third Parties

We wish to advise all new students that the University does not communicate with third parties about you, unless specifically instructed to do so in writing by yourself. “Third party” means somebody other than you, for example your parents, friends. The full policy may be viewed at www.dcu.ie/info/pdfs/tp.pdf

Academic Calendar

It is possible to view the full academic schedule online at www.dcu.ie/timetables It contains comprehensive information about dates of exams, holiday periods etc.

Useful Resources & Websites concerning Academic Matters

The following is a list of useful websites relating to academic and examinations matters. You are advised to familiarise yourself with these.

The Examinations Office website offers detailed information on examination regulations, marks & standards, links to past exam papers, information on plagiarism, copying and collusion, anonymous marking guidelines etc:

www.dcu.ie/registry/examinations

Programme Timetable Quick Search (allows you to search for a programme timetable by year and semester. Please note, this facility is not suited for Exchange and Study Abroad Programme students and these students will receive information on finding their timetables at workshops during orientation): www.dcu.ie/timetables

Other Matters

Fire Alarms on Campus

If a Fire Alarm sounds, you must evacuate the building immediately via the NEAREST AVAILABLE FIRE EXIT. Comply with all directions given by Fire Wardens. Where possible assist less able bodied persons/visitors to evacuate to safety. Proceed to the Fire Assembly Point for the building. Remain outside the building until the all-clear is given.

Keeping your contact details up to date

Once you have arrived in Ireland, you should update your contact details. You can do this by logging on to your Personal Portal Page and using your DCU user name and password. www.dcu.ie/portal



Useful Websites/Telephone Numbers

We hope that you will find the following list of websites/telephone numbers of some use in the coming months or even years:

Bus Eireann <i>Irish Bus Service serving Major Cities & Towns in Ireland</i>		www.buseireann.ie
Dublin Bus	T: 01 873 4222	www.dublinbus.ie
Irish Rail		www.irishrail.ie
Luas	T: 1800 300 604	www.luas.ie
DART		www.irishrail.ie
Student Travel Card		www.studenttravelcard.ie
Citizens Information Board <i>Provides information on public services</i>	T: 1890 777 121	www.citizensinformation.ie
Crosscare Migrant Project <i>Provides information, advocacy and referral advice for migrants in vulnerable situations</i>	T: 01 873 2844,	www.migrantproject.ie
Department of Jobs, Enterprise and Innovation	T: 01 631 2121, 1890 220 222	www.djei.ie
Irish Council for International Students <i>Independent organisation advocating for the rights of all international students in Ireland</i>	T: 01 660 5233	www.icosirl.ie
Telephone Directory Enquiry	T: 11850	www.118.ie
Dublin Airport	T: 01 814 1111	www.dublinairport.com
Dublin Tourism, Dublin 2	T: 01 605 7700	www.visitdublin.com
Irish Naturalisation and Immigration Service INIS <i>Responsible for administering administrative functions relating to asylum, immigration, visas and citizenship matters.</i>	T: 01 616 7700, 1890 551 500	www.inis.gov.ie
Garda National Immigration Bureau	T: 01 6669100 or 6669101	
Garda Station Ballymun	T: 01 666 4400	
Garda Station Santry	T: 01 666 4000	
Garda Station Whitehall	T: 01 666 4500	

Hospitals/Health

D-Doc (North-Dublin GP after hours doctor service)	T: 1850 224 477	www.northdoc.ie
Beaumont Hospital , Beaumont Rd, Dublin 9	T: 01 809 3000	www.beaumont.ie
Mater Hospital , Eccles St, Dublin 7	T: 01 803 2000	www.mater.ie
St. James' Hospital , James' Street, Dublin 8	T: 01 410 3000	www.stjames.ie
Connolly Hospital , Blanchardstown, Dublin 15	T: 01 646 5000	www.connollyhospital.ie
Royal Victoria Eye & Ear Hospital , Adelaide Rd Dublin 2	T: 01 664 4600	www.rveeh.ie
St Vincents Hospital , Elm Park, Dublin 4	T: 01 221 4000	www.stvincents.ie
Dublin Dental Hospital , Dublin 2	T: 01 612 7200	www.dentalhospital.ie
VHI Swiftcare	T: 1890 866966	www.vhi.ie/swiftcare

Entertainment

National Gallery (admission free)	www.nationalgallery.ie
National Museum (admission free)	www.museum.ie
Irish Museum of Modern Art	www.imma.ie
Gate Theatre	www.gate-theatre.ie
Abbey Theatre	www.abbeytheatre.ie
National Concert Hall	www.nch.ie
Grand Canal Theatre	www.grandcanaltheatre.ie
Various web sites advertising entertainment/cultural activities	www.entertainment.ie www.indublin.ie www.ticketmaster.ie



DCU

CAMPUS MAP



KEY

	Existing Buildings		Sportground
	Grass area		Compound
	Footpaths		Deliveries
	Parking		THE HELIX
	Road		Campus Maps

You can go anywhere from here



For further information please contact:

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Glasnevin
Dublin 9
Ireland

Tel: 353+1+70057411

Email: international.office@dcu.ie

Web: www.dcu.ie/international

