

Welcome to DCAS



Est. 2007

STUDENT HANDBOOK



UPDATED ON May/23

Revision 5.1

CONTENTS

PART 1 – GENERAL INFORMATION	3
How to Get Information.....	3
Keeping Your Student Details Up to Date	3
Language.....	3
Opening Hours.....	3
School Closure Days	4
Campus Locations (DCAS 1 & DCAS 2)	4
IT Facilities & Study Resource Area	5
DCAS Contact Information	5
Emergency Telephone Numbers	5
Useful Telephone Numbers & Links	6
PART 2 – STUDENT JOURNEY	7
Student Induction, Orientation, & Placement	7
Starting Class	7
Course Schedule	8
Class Timetable	8
Changing Level	8
Social & Cultural Activities	8
External End-of-Course Examinations	8
Student Feedback	9
Making a Complaint	9
PART 3 – DCAS POLICIES AND GUIDELINES	10
Attendance Policy	10
Punctuality Policy	11
Study Break Policy	12
Course & Study Period Change Policy	13
Student Disciplinary Policy & Code of Conduct	14
Pastoral Care Policy	17
Equality and Diversity Policy.....	17
PART 4 – INFORMATION FOR NON-EU/EEA STUDENTS	18
Non-EU/EEA Students registering with the Irish Immigration	18
Learner Protection	19
Medical Insurance for Non-EU/EEA Students	19
PART 5 – HEALTH & SAFETY AT DCAS	20
Health and Safety	20
PART 6 – LIVING & WORKING IN IRELAND	21

PART 1 – GENERAL INFORMATION

Welcome to Dublin College of Advanced Studies (DCAS). This Student Handbook is intended to introduce you to the school. In the following pages you will find information on the facilities and services provided by DCAS and some details of our policies. Always consult this official document; its latest version is available here: <https://www.dcas.ie/studenthandbook>.

HOW TO GET INFORMATION

Most information from the school will be sent to you by email. Email communication is also the quickest way to contact a member of staff. **Please ensure we have your correct email address**, or we will not be able to contact you as efficiently as we would like. All student requests and queries will be processed and answered within 2 working days.

KEEPING YOUR STUDENT DETAILS UP TO DATE

If you wish to update DCAS regarding a change in your circumstance (e.g. change of contact details, medical condition, emergency leave etc.), contact our Reception (admin@dcas.ie). Make sure your personal email account is not full and check the junk/spam folder for emails from DCAS, as sometimes we send mass official communication emails to students.

LANGUAGE

English must always be used in the classroom and wherever possible in every part of the school. If you feel unable to express yourself adequately, some members of staff are fluent in Spanish, Turkish, Russian, Portuguese, Mandarin and may be able to assist you.

Swearing or using abusive or hostile language is not permitted. If you are heard using such language, you may face disciplinary procedures.

OPENING HOURS

DCAS 1 – MAIN CAMPUS

Monday to Thursday, 8.30am to 5:00pm / Friday, 9:00am – 5:00pm

DCAS 2 – ULYSSES HOUSE CAMPUS

Monday to Thursday, 8.30am to 5:00 pm / Friday, 12:30pm – 5:00pm

SCHOOL CLOSURE DAYS

The school is closed for 2 weeks for the Christmas break (18th Dec 2023 to 1st Jan 2024). There are no classes during the break; however, these 2 weeks are not counted towards your total class weeks. Classes recommence on Tuesday, 2nd Jan 2024, as Monday Jan 1st is a public holiday.

DCAS closes on other public holidays and Good Friday. These days are counted towards the total course attendance period. See the list below:

1. New Year's Day (observed date)
2. St. Brigid's Day (First Monday in February, except where St Brigid's Day, the 1st of February, happens to fall on a Friday, in which case that Friday, the 1st of February, will be the public holiday)
3. St. Patrick's Day (17th March) – If this day falls on a Saturday or Sunday, the public holiday is observed on the following Monday
4. Good Friday (Friday that precedes Easter Sunday)
5. Easter Monday (Monday after Easter, typically in late March or mid-April)
6. May Bank Holiday (First Monday in May)
7. June Bank Holiday (First Monday in June)
8. August Bank Holiday (First Monday in August)
9. October Bank Holiday (Last Monday in October)

CAMPUS LOCATIONS (DCAS 1 & DCAS 2)

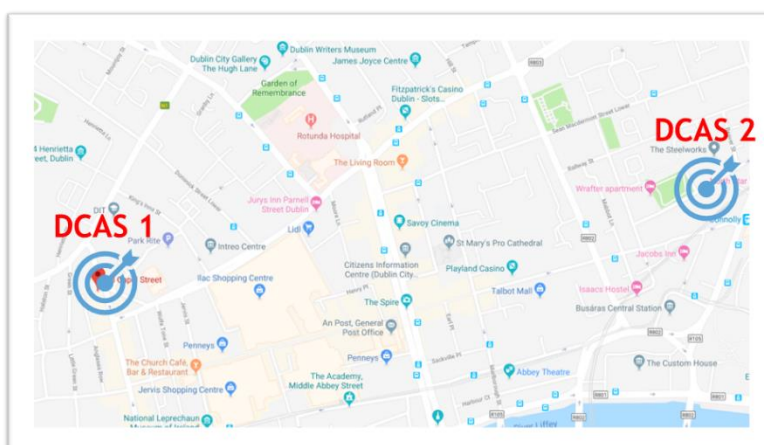
Our campuses are both within 10 minutes' walk of 'The Spire' on O'Connell Street in Dublin 1, and are easily accessible by public transport. The exceptionally central location of the school give students the opportunity to immerse themselves in the rich fabric of social and cultural life that can be found in Ireland's capital.

DCAS 1 – Main Campus

98 Capel Street, Rotunda,
Dublin 1, D01 HP52

DCAS 2 – Ulysses House

1st Floor Ulysses House,
23/24 Foley Street
Dublin 1, D01 W2T2



IT FACILITIES & STUDY RESOURCE AREA

A computer area is normally available for student use during class time as part of a structured lesson and is also accessible for self-study and learning consolidation purposes on an ad-hoc basis. Students normally may use this as a resource for independent learning or as a study area. It has books and resources for self-study. Microwaves and tea/coffee-making facilities are also normally available.

DCAS CONTACT INFORMATION

Administration & Reception

Lucia Kuliňová (DCAS1)	01 878 3377	admin@dcas.ie
Roshni Nowjee (DCAS2)	01 515 2883	

Director of Studies

David Kirwan	01 878 3377	david@dcas.ie
--------------	-------------	---------------

Assistant Director of Studies & Student Welfare Officers

Cristina Dobrojan (DCAS1)	01 878 3377	cristina@dcas.ie
Conor Doonan (DCAS2)	01 567 2653	conor@dcas.ie

Centre Management

Bruno D'Alessio (Head of Operations)	01 878 3377 (DCAS1)	bruno@dcas.ie
Sudesh Jeewon (CEO)	01 515 2883 (DCAS2)	sudesh@dcas.ie

Marketing/Admissions

Sales Team (WhatsApp)	+353 89 475 9934	marketing@dcas.ie
Shakeel Anjum (Management) / Berat / Natalia / Wilame / Cherry / Monica / Emir	01 878 3377	

Emergency Number

Sudesh Jeewon	087 193 6500 (out-of-hours emergency calls only)
---------------	---

EMERGENCY TELEPHONE NUMBERS

112 or 999	Emergency – Garda (police), Ambulance, Fire Brigade
112	Emergency (same as above), works in any EU country

USEFUL TELEPHONE NUMBERS & LINKS

1800 741741	Immigration Freephone for first time registrations (9am to 5pm, Mon-Sun)
076107400	Citizens Information Phone Service (9am to 8pm, Monday-Friday)
01 660 5233	Irish Council for Overseas Students (ICOS)
1800 666111	Garda Confidential Line (freephone)
116 123	SAMARITANS 24/7 (freephone)
01 4537941	St. James's Hospital, Dublin 8 (Dublin southside)
01 8301122	Mater Hospital, Dublin 7 (Dublin northside)
0818 474 474	Grow Mental Health

Irish Immigration - Immigration Service Delivery (ISD), from the Department of Justice
<https://www.irishimmigration.ie/>

Immigration Service Delivery Registration Office Appointment Booking System (Dublin)
<https://www.irishimmigration.ie/burgh-quay-appointments/>

Immigration Service Delivery Registration Renewal System (Dublin)
<https://inisonline.jahs.ie/>

Daft.ie | Shared Accommodation in Ireland
www.daft.ie/sharing/

Irish Council for International Students (ICOS)
www.internationalstudents.ie/

Academy Plus Insurance
academyplus.net/

3ts Specialist Helplines & Support Services
www.3ts.ie/need-help/specialist-helplines-support-services/

Adverts.ie and **DoneDeal** (popular "buy & sell" websites in Ireland)
www.adverts.ie/ | www.donedeal.ie/

Numbeo ("Live" Cost of Living information in Dublin)
www.numbeo.com/cost-of-living/in/Dublin

Jobs.ie (popular "Jobs in Ireland" website)
www.jobs.ie/

PART 2 – STUDENT JOURNEY

STUDENT INDUCTION, ORIENTATION, & PLACEMENT

Each student must attend an induction session that comprises a Placement Test and a Student Orientation, all done in the same week. In the orientation session, students will be introduced to the structure of the school and key staff. Students will also hear about our punctuality policy, attendance policy and the rules of the school. Students will receive information about the end-of-course exam and sign an agreement stating that they understand their rights and obligations, including the requirement to sit the end-of-course exam.

The induction process begins during enrolment and registration; nonetheless, students are required to attend the Orientation session to ensure that they are as familiar as possible with their chosen course and with the school’s policies and procedures. The Student Orientation makes students aware of their rights and responsibilities in relation to health and safety, discipline, student learning and development, complaints and grievances, appeals, information technology and any other relevant matters.

Before students begin their classes, they take a Placement Test to establish an appropriate level at which to commence their studies. The Placement Test is also mandatory for all students prior to starting their English language classes.

Once Placement Test and Student Orientation are completed, the student can request letters through DCAS’ website [Student Area](#) to:

- Obtain a student card
- Open a bank account
- Register with Immigration (non-EU/EEA students)

Access details to the ‘Student Area’ are provided at the Orientation.

STARTING CLASS

New students start their classes on the Monday after the Orientation, or on the following Monday, depending on class availability which may vary across different levels and study periods.

New students and students returning from study break will receive in advance an email informing when they need to (re)start their classes. In the email they are informed of their timetable, campus location, classroom name, level, and teacher name.

TYPICAL ORIENTATION WEEK*

Placement Test:

Tuesday at 11am or 2pm
(online / Zoom)

Student Orientation:

Thursday at 2pm (on campus)

**Students receive an email confirmation with all details from the Academic department*

COURSE SCHEDULE

Clarity and consistency must be evident regarding students' timetabled hours. Once a student is assigned a study period, they cannot change between morning and afternoon courses, apart from exceptional cases, at the school's discretion and with the student's agreement. Academic Calendars are available at <https://www.dcas.ie/student-services>.

CLASS TIMETABLE

English language programmes run Monday to Friday for 15 hours per week. Students commence classes on Mondays. Morning classes are delivered from Monday to Thursday from 09h00 until 13h00 with a 15-minute break between 11h00 and 11h15. Afternoon classes are delivered from Monday to Friday from 13h45 until 17h00 with a 15-minute break between 15h15 and 15h30.

CHANGING LEVEL

Students wishing to change level must consult with their teacher, who will decide whether they should sit a level progression exam based on the syllabus. The student should request the level test through the DCAS website (<https://www.dcas.ie/level-change-request>). If the student scores 75% or more, they may progress to the next level. Level change is only permitted on Mondays, or the first business day of the week. Level Change updates should be obtained through the Academic Department (ADoS or DoS).

SOCIAL & CULTURAL ACTIVITIES

The Social & Cultural Activities Co-ordinator organises cultural visits, social events and extra life-skills lessons on a regular basis. A programme focused on recreational activities is scheduled on a monthly basis, contingent on the levels of student interest.

EXTERNAL END-OF-COURSE EXAMINATIONS

All students on a Study Visa must sit a final examination when their course is completed. It is the obligation of the school to register those students for an external exam and it is the students' obligation to sit the exam accordingly. Other students may take external examinations if they wish.

Students are informed of the date and time of their exam. Following the exam, the results and certificates are available for collection in the Academic Department. Queries about exam preparation can be addressed to any of the DCAS teachers. Queries about exam dates, times etc. are to be addressed to the Assistant Director of Studies (ADoS): academic@dcas.ie.

STUDENT FEEDBACK

DCAS wants to provide students with the supportive and congenial environment needed to enable them to be successful in their studies and to get the most from their time in Dublin. At regular intervals, formal processes give you the opportunity to give feedback on the quality of the service provided.

Nevertheless, if you have any comments about improving our facilities and services, feel free to contact a member of staff or share your experience using our online student feedback form: <https://www.dcas.ie/feedback>.

MAKING A COMPLAINT

If a student is unhappy with any aspect of the service they receive, they have the right to complain, which is key for DCAS to continue improving the services delivered. The complaints process follows the three stages outlined below:

Stage one:

Firstly, the issue will be informally addressed with the relevant individual(s) and an attempt to resolve the situation will be made. Should this prove unsuccessful, complainants may progress to the second stage.

Stage two:

At this stage, the student completes the **Complaint Form**, available at the DCAS website (<https://www.dcas.ie/complaintform>), ensuring to provide full details of the nature of the complaint. Students must submit the online form along with any relevant documents attached, that will be analysed by the Director of Studies.

Stage three:

Once the complaint has been received, it will be reviewed by the Director of Studies and responded to within 7 working days. Where appropriate, the Director of Studies will provide a full explanation of any relevant errors and details of any remedial action taken.

After stage three has been completed, DCAS will consider the matter resolved. If the complainant remains dissatisfied, DCAS will advise the complainant to bring the matter to the attention of the relevant statutory authority (contact details will be provided).

PART 3 – DCAS POLICIES AND GUIDELINES

ATTENDANCE POLICY

Attendance Rules:

Students who are on a Student Visa must attend class full-time (15 hours per week) and should aim for 100% attendance. All students **must attend at least 85% of classes**, as required by ILEP regulations from the Department of Justice (www.irishimmigration.ie).

Students' attendance rates are reported to Irish Immigration every week.

Absence due to sickness:

On the first day of sickness and each day subsequently, the student must inform DCAS Administration (admin@dcas.ie) about their absence. Students can only be excused from class for the specific dates on a medical certificate. This medical certificate must be sent immediately by email to (admin@dcas.ie), and must also be presented in person to DCAS Administration on the first day of return to classes. Certificates presented more than 2 weeks from its issue date will not be accepted. All medical certificates must be provided by a medical practitioner who is listed with the [Irish Medical Council](http://www.irishmedicalcouncil.ie), with some exceptions*. Whenever you visit a GP, please request your medical certificate to: be clearly written; only include facts or observation which are made by the doctor; state the date you can return to school; state any advice that should be taken into account; and be addressed to the recipient of the certificate. The school 'Management Committee' assesses the documents and makes a decision on excusing students from classes whenever appropriate. Please note that students can use medical certificates for no longer than two consecutive weeks. For periods of absence due to sickness that are longer than 2 weeks, students will be considered for an unscheduled emergency break. These breaks are considered on an individual basis and are not automatically granted.

** DCAS is NOT accepting medical certificates from the clinics below:*

- Orby Chambers Medical Centre, 7 Coke Lane, Smithfield, Dublin 7, D07 T0FA (Dr Robert Dybkowski, Dr Ilona Izdebska)
- Getsickcert, Ludgate Hub, Old Bakery, Townshend Street, Skibbereen, Co. Cork, P81 T324
- Eirdoc Ltd Belgard Square North, 49 Alexander House Dublin, Ireland, D24 AEW4

The above applies to non-COVID-19 related illnesses and absences. In the event that you are displaying any Covid-19 symptoms, take an antigen test, and:

- **If you test positive**, DO NOT come to class and inform the school immediately, e-mailing us the test result. You should self-isolate for full 7 days. Positive antigen tests are treated as medical certificates, granting the student authorisation for the class absences for those 7 days. All students who have COVID-19 must provide an

image of their COVID test that is verified by formal identification by email to (admin@dcas.ie) i.e. send a photo of the test beside your IRP (Irish Residency Permit) card or a valid photo ID card/document with your full name.

- **If you test negative, you must attend classes wearing a face covering** if displaying minor symptoms. If symptoms are severe, you should seek a GP and obtain a medical certificate to be granted absence permission.

Consequences of Poor Attendance:

If you do not comply with the Attendance Rules above, you will receive by email fortnightly:

1. Warning Notification: when your attendance is below 85%, from the 3rd week of the course
2. Critical Warning Notification: when your attendance is below 75%, from the 5th week
3. Exit / Expulsion Notification to student: when your attendance is below 65% from the 13th week, or below 25% from the 7th week of the course.

If you receive an **Exit letter** from DCAS due to poor attendance:

- 3.1 Your name is removed from the Attendance Register and you cannot attend classes anymore;
- 3.2 You have 5 working days to submit an appeal, which should be submitted to admin@dcas.ie (Please use the following format in the email: Subject: ATTENDANCE APPEAL – “STUDENT NAME”) along with supporting documentation (PDF attachment);
- 3.3 With regard to attendance appeals, the DCAS Management Committee makes a decision and responds by email within 5 working days; this decision is final.

If your appeal is approved by the committee: Your name is returned to the Attendance Register; Further uncertified absences will result in another Exit letter to you, which may lead to expulsion from the school.

If your appeal is rejected by the committee: an Exit letter is sent to Irish Immigration, and you are expelled from the school, and fees paid are fully forfeited; Irish Immigration are informed that you are no longer registered at the school. Your Study Visa and permission to stay in the country may be revoked.

Student Welfare:

The ADoS (Assistant Director of Studies), who provides pastoral care as part of their role as Student Welfare Officer, is on hand at the school campuses, to meet students who wish to discuss attendance, as well as other, issues. Please note that attendance issues can only be discussed in person before the Exit Notification to student, stage 3 ('Exit Notification to student' described above). Once the student receives an Exit Notification, all further communication on the matter is by email; the student can submit an appeal to academic@dcas.ie along with supporting documentation.

PUNCTUALITY POLICY

For the consideration of other students and the teacher, and in compliance with Immigration regulations:

1. **Students must be on time for the start of class**: all students must be in the classroom when the class starts (09:00am for morning classes and 01:45pm for afternoon classes)
2. **Students must return to class on time from breaks**: all students must be in the classroom when the class starts after break periods (11:15am for morning classes and 03:30pm for afternoon classes, unless your teacher has arranged breaks at different times, in that case you must return at the arranged time given by your teacher)
3. **Late students can only enter the class during the first 15 minutes of class**: (i.e. 09:01-09:15am or 01:46-02:00pm); students more than 5 minutes late will be given partial attendance for that class period (30 minutes absence)
4. **Students must stay to the end of their class**. If you leave class early, your attendance may be affected
5. **Students arriving more than 15 minutes late for class** may be allowed to enter the classroom at teacher's discretion and will be marked absent for that class period; teacher is allowed to deny the late entry if it would disrupt an ongoing learning activity (in that case the student should return to the classroom after the break)
6. **Students must not leave class for extended periods during lesson times**: students may only leave class for essential toilet breaks and emergencies, for no other reason

Complying with this policy will make the best of your study time and enhance everyone's learning experience.

STUDY BREAK POLICY

1. In compliance with Irish Immigration (ISD) regulations, non-EU students on an 8-month study visa programme:
 - 1.1. Must schedule all study breaks before they register with Immigration, at the induction stage
 - 1.2. Are only permitted to take unscheduled study breaks in exceptional circumstances*
 - 1.3. In the interest of the student's academic progress, only one Study Break can be scheduled
 - 1.4. Total scheduled study break period must not exceed 5 weeks (including the 2-week Christmas break)
 - 1.5. Students may schedule a Study Break of 2, 3, or 4 consecutive weeks during their 7-month study period (8-month study visa):
 - 1.5.1. One 2-week study break after completing 6 weeks of classes

- 1.5.2. One 3-week study break after completing 9 weeks of classes
 - 1.5.3. One 4-week study break after completing 12 weeks of classes
 2. Short-term students may request study breaks at any time throughout the course
 3. Study breaks must be requested at least 4 weeks in advance
 4. Study breaks cannot be scheduled to start in the middle of a week (must be scheduled from Monday to Friday)
 5. Students returning from study breaks may be placed in a different class/campus on return
- * **Unscheduled or emergency breaks** can be taken in cases of extended sick leave, close family bereavement, compassionate leave. Any other exceptional circumstances may be granted at the discretion of the Director of Studies.

Unscheduled Study Breaks

In the event of exceptional circumstances, such as a serious illness or a family bereavement, students must contact the school immediately and let the school know of the nature of the circumstance and details about the length of time the student expects to be away from class.

Students should request it by email to admin@dcas.ie, which will be analysed by Academic Direction. Students can also request in person with the ADoS, who also looks after Students' Welfare and pastoral care. Students will be informed of the school's decision within 2 working days. Documentary evidence may be required to substantiate a request.

COURSE & STUDY PERIOD CHANGE POLICY

The school assumes that all prospective students will have made a committed decision to study a given programme/course in a specific study period before applying for admission:

1. Once enrolment is completed, which happens when the Letter of Acceptance is issued and sent to the student, any course or study period change request may incur additional charges such as an administration fee and a payment of any difference in course fees if, for example, the new desired course or study period has a higher fee.
2. Non-EU students enrolled on a course/programme linked to a Study Visa (Irish Residence Permission - Stamp 2) cannot change their course during their first Study Visa. Students in other circumstances may request to change their programme/course at least 2 weeks prior to course commencement.

3. Non-EU students are required to have at least €4,500 for their initial living expenses in Ireland. These funds cannot be used towards a course or study period 'upgrade', e.g.: Changing afternoon classes to morning classes after a course has started.
4. An administration fee of €250 applies to all programme/course & study period change approvals. A payment of supplementary tuition fees also applies when the new course has a higher fee. No refunds are given if new course or study period has a fee lower than the original one.
5. Tuition fees applicable for the 'difference calculation' are the ones in place on the day of request, and not those applicable before the booking stage, which might be different. The calculation of fees is not pro-rata; therefore, the full programme fee difference applies, regardless of the number of weeks completed/to be completed.
6. Students may request to change their study period, although approval of requests is not guaranteed.
7. **Procedure to request a course/study period change:**

Make a request to DCAS Administration (email to admin@dcas.ie with subject 'Course/Study Period change request'). Our Admin team will liaise with the Academic Department to check availability. A response to the student will be given within 2 business days from the request day.

 - i. If the request is rejected, an explanation will be given. The student can request a change again if they wish, after one month from previous request.
 - ii. If the request is approved, DCAS Administration will inform the total applicable fees payable to confirm the change, deadline for payment, and date when the change will take place, if a student proceeds with their request.

The school will do its best to accommodate student requests, but availability may vary from time to time. Never confirm other activities/work during current course timetabled hours, as absence from classes may lead to expulsion and could jeopardise a student's immigration situation if on a Study Visa. Students must be familiar with the Attendance Policy and the Punctuality Policy, both of which are available on the Student Handbook.

STUDENT DISCIPLINARY POLICY & CODE OF CONDUCT

The aim of this policy is to address continuous breaches of conduct by students while attending a course at DCAS. Students, as part of their enrolment contract, agree to follow this Disciplinary Policy and adhere to the Code of Conduct displayed across the school. All breaches of Student Discipline will be recorded in the student's file.

Breaches of Student Discipline:

- Disrespect the 'always' and 'never' items listed in the DCAS Code of Conduct
- Continuous use of native language (L1) during class time
- Bullying and verbal abuse of any kind towards classmates, teachers or any member of staff
- Coming to school under the influence of alcohol or any other intoxicating substance
- Forging/falsifying records (signatures/L/LEs) on the Attendance Register or providing false medical certificates (Final Written Warning is given)
- Stealing, physical assault, drinking of alcohol, fighting, vandalism, intentional damage to school property (Final Written Warning is given; Garda/police may also be informed)
- Illicit drug consumption in the school (Exit Letter is given; Garda/police will also be informed)

The list above is not exhaustive. Staff members may give warnings in other situations where discipline and behaviour are understood as inappropriate. All warnings are recorded in the student's profile on the school system.

Consequences of Breaches of Student Discipline:


If a student does not comply with the Student Discipline Policy, he/she will be subject to, according to the stages below and at the school's discretion, a warning, or more serious action, as described:

1. **1st Verbal Warning**: If a staff member is unhappy with a student's behaviour, they can give them a warning. The staff will warn the student that if they misbehave again, they will be taken to the Assistant Director of Studies.
2. **2nd Verbal Warning**: If the student misbehaves for a second time, he/she will be taken to the Assistant Director of Studies and warned about his/her behaviour.
3. **1st Written Warning**: If the student misbehaves for a third time, he/she will be given a written warning by the Assistant Director of Studies. The student will be warned that if they misbehave again, they will be reported to the Director of Studies.
4. **Final Written Warning**: If the student misbehaves for a fourth time or commits a serious offence, he/she will be taken to the Director of Studies and warned about his/her behaviour. Another staff will also be present while final warning is given. If they misbehave again, he/she may be expelled from the school.
5. **Exit Letter sent to student**: After receiving a Final Warning Letter, if the student misbehaves again, he/she will be expelled from the school.

If you receive an **Exit letter** from DCAS due to a **Breach of Student Discipline**:


- 5.1 Your name is removed from the Attendance Register and you cannot attend classes anymore;
- 5.2 You have 5 working days to submit an appeal, which should be submitted by email to admin@dcas.ie (Please use the following format in the email: Subject: DISCIPLINE APPEAL – “STUDENT NAME”) along with supporting documentation;
- 5.3 With regard to Discipline appeals, the Management Committee makes a decision and responds by email within 5 working days; this decision is final.
- 5.4 If the final decision is your expulsion, immigration authorities will be also informed (Exit Letter to Immigration) and fees paid are forfeited. Your Study Visa and permission to stay in Ireland may be revoked as a result of this.


Code of Conduct*



ALWAYS

- ✓ Show respect to others
- ✓ Pay attention to the teacher and your classmates
- ✓ Listen when others are speaking
- ✓ Participate in class and cooperate with others
- ✓ Ask questions and share ideas
- ✓ Speak English in class and the school
- ✓ Encourage others to speak English in class and the school
- ✓ Be punctual
- ✓ Complete tasks and activities assigned by your teacher
- ✓ Keep your classroom and the school clean and tidy
- ✓ Bring all necessary materials to class e.g. book, notebook, pen
- ✓ Keep your coursebook in a good condition for future use by other students





NEVER

- ✗ Eat in class
- ✗ Sleep in class
- ✗ Drink hot beverages in class
- ✗ Use headphones/earbuds in class
- ✗ Use mobile phones or other devices in class unless the teacher permits
- ✗ Write in the school coursebook, either with pen or pencil
- ✗ Bring bicycles or scooters into the school building

**Please refer to the DCAS Disciplinary Policy for further information. Students, as part of their enrolment contract, agree to follow this Disciplinary Policy and adhere to the above Code of Conduct.*

PASTORAL CARE POLICY

The school offers the provision of pastoral oversight for non-academic problems, involving support to the students, advising them on financial, visa related, health/social or other problems. Students can receive advice and support regarding these issues through reception. Students may also enquire by email. Where appropriate, support is given to learners by the Assistant Director of Studies (ADoS) & Welfare Officer, or Director of Studies (DoS). Multi-lingual staff are available whenever needed. If necessary, the student will be referred to a relevant professional organisation to assist them in resolving issues they may have.

EQUALITY AND DIVERSITY POLICY

At DCAS, we strive to maintain an unbiased learning and working environment in which nobody feels threatened or intimidated. Furthermore, DCAS recognises the real educational and organisational benefits of having a diverse community of staff and students.

To this end, the school works towards building and maintaining an inclusive environment which promotes equality, values diversity and respects the rights and dignity of all. Equality best practices at DCAS guarantee people's rights and ensure accordance with legislation. This means, the school embraces diversity, combats discrimination and promotes equality of opportunity for learners and staff.

DCAS believes in the principles of social justice, acknowledges that discrimination affects people in complex ways and is committed to challenging all forms of inequality. To this end, DCAS aims to ensure that:

- Individuals are treated fairly and with dignity and respect regardless of their: gender; civil status; family status; sexual orientation; religious belief or lack of religious belief; age; disability or the nature of their disability; race, colour, nationality or ethnic or national origin; membership of any particular community that is recognised by the state;
- An inclusive and supportive environment is promoted;
- Contributions to the achievement of the school's mission made by individuals from diverse backgrounds are recognised;
- DCAS complies with its obligations under the legislation and that no staff member or student is unlawfully discriminated against.

PART 4 – INFORMATION FOR NON-EU/EEA STUDENTS

NON-EU/EEA STUDENTS REGISTERING WITH THE IRISH IMMIGRATION

To obtain a Student (“Stamp 2”) Irish Residence Permit (IRP), international students must register with the Immigration Service Delivery (ISD):

1. FIRST TIME IMMIGRATION REGISTRATIONS:

If you live in Dublin city or county, book an appointment for immigration registration at ISD website through this link: <https://www.irishimmigration.ie/burgh-quay-appointments/>. If you live outside Dublin city or county, you must register at your regional registration office, managed by An Garda: <https://www.irishimmigration.ie/registering-your-immigration-permission/how-to-register-your-immigration-permission-for-the-first-time/information-on-registering-if-living-outside-of-dublin/>

SECOND AND SUBSEQUENT REGISTRATIONS (“RENEWAL”):

Login into your INIS account here: <https://inisonline.jahs.ie/>. If you don’t have an INIS account, you can register at the same link above under “register here”.

2. Request your documents (IRP Letter + Medical Insurance) at DCAS website on the Student Area section (<https://www.dcas.ie/student-area>). Please note that documents are issued within 2 working days, so make sure you request the documents at least 1 week before your IRP appointment date.
3. Receive a copy of your Acceptance Letter (IRP Letter) and your private Medical Insurance certificate from DCAS at your personal email account.
4. For your IRP appointment, remember to bring:
- Your passport (this must be valid for at least another 8 months)
 - Letter of Acceptance from DCAS (IRP Letter), also confirming that your course fees were paid in full
 - Medical Insurance and Learner Protection certificate
 - For 1st registration, you must demonstrate access to finances to a minimum amount of €3,000 (from 01/Jul/2023, minimum amount is increasing to €4,500.00) in one of the forms below:
 - A statement in respect of an Irish bank account showing sufficient funds, where the student can open an Irish bank account
 - A current foreign bank statement not less than one month old, together with a past statement, for an account in the student’s name (as in his or her passport) accompanied by a debit card in the same name and same bank account

- iii. Documentary evidence that money is held in trust for a student by a financial services body regulated in Ireland by the Central Bank of Ireland
- e. Personal Credit or Debit Card to make a €300 payment for the IRP registration

DCAS submits student details to Immigration every Friday. Students should go to the Immigration office at their appointment date and time.

Once the process is completed, you are issued an Irish Residence Permit (IRP) on a Stamp 2 (Student Visa), which is valid for up to 8 months. The IRP card will be sent by post to your Irish home address within 10 days. This card is your immigration registration certificate, and it must be presented to immigration officers whenever you are travelling abroad.

LEARNER PROTECTION

A Learner Protection Scheme is included in the 25-week full-time English course fees for Non-EU/EEA students. All English language schools are legally obliged to provide non-EU/EEA students with Learner Protection Insurance. This insurance ensures that those students' fees and courses are guaranteed, in the eventuality that the booked 25-week full-time English language programmes become unavailable.

MEDICAL INSURANCE FOR NON-EU/EEA STUDENTS

All full-time non-EEA students are required to have private medical insurance, obtained either personally or through a group scheme operated by their school, at the time of their registration. DCAS provides a group private medical insurance scheme. The procedures for attaining medical insurance are as follows:

1. DCAS informs students of the insurance provision scheme in advance of their arrival in Ireland
2. Students are provided with a brief outline of the insurance coverage, such as the name of the insurance provider, cost, level of coverage etc.
3. The insurance policy is issued to students upon their arrival at DCAS

How to make an insurance claim:

- 1) Check your insurance documentation for full details, including cover details, excess, and exclusions
- 2) Important contact details:
 - a. Emergency Medical claims: Sedgewick +353 1 299 4808 or assistance@cegagroup.com
 - b. Non-Emergency Medical Claims: academyplus@ie.sedgewick.com
 - c. Learner Protection Claims: askme@academyplus.net
 - d. General Enquiries: askme@academyplus.net

PART 5 – HEALTH & SAFETY AT DCAS

HEALTH AND SAFETY

It is essential that while at school, students take responsibility for the health, safety and welfare of others as well as themselves. In that regard, the following list details some of the DOs and DON'Ts, which will make the school a safer place to study.

ALWAYS:

- I. Know and observe the code of safe practices that applies in your area of study
- II. Know and observe the rules that are designed for the computer area and classrooms, as well as those that relate to certain equipment and materials
- III. Be aware of potential hazards and use common sense to try to lessen the risk of accidents
- IV. If you are not clear about anything to do with health and safety, ask for help and advice
- V. Read all the safety notices in the school, including Covid-19 related

NEVER:

- I. Misuse, neglect, damage or interfere with anything that is provided for safety
- II. Run within the school buildings
- III. Obstruct any traffic areas of the school
- IV. Eat food or consume hot drinks in classrooms, during class time
- V. Bring a bicycle or (e-)scooter to the campus (it is strictly forbidden)
- VI. Smoke or lit a candle in the school

PART 6 – LIVING & WORKING IN IRELAND

Working in Ireland

Students holding a valid immigration stamp 2 are permitted to work 40 hours per week during the months of May, June, July and August and from 15 December to 15 January inclusive. At all other times they will be limited to working 20 hours per week.

Ireland's minimum wage is €11.30 per hour (2023) for people aged 20 or above. For those aged 19 and 18, minimum rate of pay is respectively 90% and 80% of minimum wage. For under 18 years' old, the minimum rate of pay is 70% of minimum wage.

International students who wish to take up work in Ireland must obtain a Personal Public Services Number (PPS Number). An employer can only pay employees with a PPS number, and funds will usually only be paid to an Irish bank account. Students will also be required to comply with the Universal Social Contribution (USC), Pay Related Social Insurance (PRSI), employment laws and taxation requirements.

APPLYING FOR A PPS NUMBER

If you are applying for a PPS Number to work in Ireland, you must have a signed offer of employment from your employer confirming when your job is due to start or when it started. This letter should be on company headed paper with the employer's contact details and employer/company registered number. **You do not need a PPS Number to look for work or for an employer to make an offer of employment.**

To get a PPS Number, you must:

- 1) Obtain a [MyGovID account](#)
- 2) Apply for a Personal Public Service number online at [mywelfare.ie](#)
- 3) Provide evidence (photos or copies) of:
 - your identity (your current valid **Passport**)
 - why you need a PPS Number (**offer of employment letter**)
 - your address (household utility bill*, tenancy agreement, **bank statement**)

**If you are staying with friends or relatives, an original household bill plus a note from the bill holder confirming that you live at the bill address is acceptable. This note can be written on the bill itself.*

Living in Ireland

Ireland is a modern, English-speaking country with a dynamic economy. It has one of the highest standards of living in Europe, average earnings are well above the European average. Job opportunities are available in the hospitality, retail, IT, pharmaceutical, financial, and service sectors.

Famous for its friendliness, Ireland has a vibrant multicultural population. Ireland is world renowned for providing quality education. Currently, more than 100,000 international students are studying at colleges in Ireland.

More information about Living in Ireland can be found here:

- [Housing – Private Rented Accommodation](#)
- [Housing Costs / Utilities](#)
- [Health System](#)
- [Culture & Society](#)
- [Irish History](#)
- [Voting & The Political System](#)
- [Study, Work, and Long-Term Residency](#)

Facts

Capital: Dublin (population: 1.45 million) – (est. Apr/2022)

Time zone: Greenwich Mean Time (GMT)

Population: Ireland 5.1 million (2022)

Average Age: 38.2 years (2023)

Official Languages: English & Irish (Gaelic, or *Gaeilge*). Only about 2% of Ireland population speak Irish as a first language, mostly situated in rural areas and on the east coast of the country. And 98% of the Irish speakers in the world live in Ireland.

Currency: Euro (€)

Climate: Ireland has a mild oceanic climate. All year average temperatures are 2 – 10 C° in winter and 15 – 22 C° in summer. In June, Dublin has over 17 hours of daylight a day, with the sun rising before 5am and setting almost at 10pm; by contrast, in December, the sunrise is around 8.30am and sunset just after 4pm, with about 7.5 hours of daylight during Christmas time.

Political Status: European Union (EU) member state

HDI (Human Development Index): 0.945 (8th in the world for 2022)