

UCD English Language Academy

General Student Handbook 2024

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Introduction

Welcome to the UCD English Language Academy. We are delighted that you have chosen to study with us. We hope you find your studies rewarding and that life on the UCD campus and in Dublin proves enriching and enjoyable.

This handbook is a guide to the information you need to settle into studying with us. Please ask if you need any help.

Key members of staff	Contact details
<p>Centre Manager: Michelle Dawson</p> <p>Senior Operations Executive : Magda Wasiuta Welfare Officers: Magda Wasiuta, Miriam Bormann Operations Support: Mary O'Connor Accommodation Officer: Miriam Bormann</p> <p>Director of Studies: Amy Gilbert Senior Teacher :Carolina Farinha</p>	<p>ELA office: ela@ucd.ie</p> <p>Attendance related matters: attendance@ucdela.com Accommodation :accommodation@ucdela.com</p> <p>Academic (tests, exams, urgent queries): academic@ucdela.com</p>

Useful Information

ELA Contact Address	Emergency
<p>University College Dublin I.C.B. HOUSE, NEWSTEAD CLONSKEAGH ROAD DUBLIN 14 D14 PX09</p> <p>T:+353 1 211 8579</p> <p>Emergency contact number outside office hours: T:+353 87 232 2685</p>	<p>Phone 999 or 112 for the Police, Fire or Ambulance. 999 or 112 calls are free from any phone</p> <p>Campus Emergency 01-716-7999</p> <p>Covid related concerns For Covid -19 related concern contact the HSE Live:</p> <ul style="list-style-type: none"> Monday to Friday: 8am to 8pm Saturday and Sunday: 9am to 5pm <p>Freephone: 1800 700 700/ Phone: 01 240 8787 From outside Ireland or the UK: 00 353 1 240 8787</p>

ELA on Social Media

Instagram: @ucdela

Facebook: <https://www.facebook.com/ucdenglishlanguageacademy/>

We expect all users to engage with these platforms in an appropriate and respectful manner.

Dining Facilities on Campus

There are a number of restaurants and cafes on the campus where you can buy coffee, tea, lunch, dinner and snacks. For more information please visit [here](#).

Travel Pass

TFI **Leap Card** is a convenient way to pay for public transport services in Dublin. It saves you carrying change and TFI Leap Card fares are up to 31% cheaper than cash single tickets.

You will be taken to the Students' Centre where you can purchase your Leap card; this can also be topped up on campus in the Student Union shop. You will need to present your offer letter to prove your enrolment on the UCD ELA Language Programme.

Alternatively, register and apply on www.student.leapcard.ie

Leap cards can also be bought in Dart stations and many newsagents. You can also top up your Leap Card online.

Timetable

Your First Day:

Your first day will normally be a Monday, Orientation will typically begin between 9:00 and 10:30 a.m. on your first day. Your Welcome Letter will include specific instructions.

Your Second Day:

Students are placed in a class based on their placement test level assessed by the Operations team.

We recommend you arrive at the ELA at 8.50 am(Morning Timetable) /12:45pm (Afternoon Timetable) and check the class lists on the wall in reception to find out your class, room and teachers. ELA staff will be available to assist you.

Lesson Times:

Standard Weekly Timetable AM

**Class Timetable AM -
AE & GE+Afternoon Extensions**

	Monday	Tuesday	Wednesday	Thursday	Friday
9:00 - 9:30	Academic English Studies	Academic English Studies	Academic English Studies	Academic English Studies	Academic English Studies
9:30 - 10:00	Break	Break	Break	Break	Break
10:00 - 10:30	English Skills & Strategies	English Skills & Strategies	English Skills & Strategies	English Skills & Strategies	English Skills & Strategies
11:00 - 11:30	NO CLASS	IELTS Discussion Preparation US	IELTS Discussion Preparation US	NO CLASS	NO CLASS

*IELTS Exam Preparation Course/Listening & Speaking Course - subject to availability

Standard Weekly Timetable PM

**Class Timetable
GE /AE Afternoon**

	Monday	Tuesday	Wednesday	Thursday	Friday
10:00 - 11:00	Class Notebook - Structures & Vocabulary	Class Notebook - Structures & Vocabulary	Class Notebook - Structures & Vocabulary	Class Notebook - Structures & Vocabulary	Class Notebook - Structures & Vocabulary
11:00 - 12:00	Break	Break	Break	Break	Break
12:00 - 1:00	Class Notebook - Practice Skills (Listening, Speaking, Reading & Writing)	Class Notebook - Practice Skills (Listening, Speaking, Reading & Writing)	Class Notebook - Practice Skills (Listening, Speaking, Reading & Writing)	Class Notebook - Practice Skills (Listening, Speaking, Reading & Writing)	Class Notebook - Practice Skills (Listening, Speaking, Reading & Writing)

Change of Class

Students are permitted to change class within the same course.

For level change, please speak to your teacher. They will advise and agree level progression with you. If you need any information regarding this process, please come to the Academic Office.

Change of Course

Students cannot change programmes, or attend any classes other than the one for which they are registered for the durations of the programme. For any inquiries regarding the course schedule, please contact our Academic Team at ela@ucd.ie.

PUBLIC HOLIDAYS 2024

There will be no classes on the following public holidays:

- 5th February (Monday),
- 18th March (Monday),
- 29th March (Friday),
- 1st April (Monday),
- 6th May (Monday),
- 3rd June (Monday),
- 5th August (Monday),
- 28th October (Monday)
- 2024 Christmas Break: 23rd December 2024 to 5th January 2025.

When public holidays occur on a Monday, students will begin their course on a Tuesday. No extra classes will be arranged to make up group lessons missed on public holidays and there is no refund of fees or credit given.

Attendance and Punctuality

Attendance is monitored closely and you are expected to arrive for the start of lessons and attend all lessons. **Students are marked as absent if they are late.** After 15 minutes, you will get 0% attendance for that class. If you leave class for 15 minutes or more, you will get 0% attendance for that class.

Students need a minimum attendance rate (85%) to attain the End of Course Certificate (Completion) from the English Language Academy. Attendance is related to both attendance and punctuality. Students will receive no Certificate /Academic Report should their attendance less than 70%.

*INIS (Visa) and various individual sponsors have strict requirements and students must attain **minimum 85% attendance** to meet these requirements and renew visas.

If a student consistently arrives late, they may not be admitted to class due to disruption caused to other learners. This is at the discretion of the teacher. You can use this time to go to a study area and review class content, work on your assignments, or the Academic Coordinator will assign you work.

If you are ill, ask your doctor for a medical certificate. Please forward a copy to the Operations team at attendance@ucdela.com and it will be kept on your file and this absence will not be reflected on your attendance record. Please refer to ELA [Student Illness & Other Leave Policy](#) as well as to [Attendance & Absenteeism Policies](#).

Students cannot attend another school or make up hours by attending extra classes as per ILEP regulations.

ELA Academic Programme outline

The ELA delivers learner-centred language classes with a maximum of 15 students. Courses and classes are referenced against the Common European Framework of Languages.

The core components of the General English programme are: reading, writing, listening, speaking, group work and an Irish cultural component.

Academic reports:

All students will be emailed their academic report from the Operations team provided that the student's attendance meets minimum participation requirements. Reports are issued the week **after** term finishes to allow time to collate all student information. Students who are sponsored may be issued reports more frequently according to their sponsors' requirements.

Assessment:

Teachers will check homework every day to help students and the teacher know how learners are progressing. Students will also be given a more formal progress assessment every five weeks depending on the term e.g. a test, a piece of writing, a reading comprehension exercise, followed by a short feedback session with their teacher(s). (6-week feedback session and form)

During the course, students will take part in group projects, discussions and other collaborative activities. The teacher will provide regular feedback on these.

If students are worried about their progress at any time during the term, they are asked to talk to their teacher. Students can also contact the Operations team to discuss their concerns.

Certificates:

A certificate of attendance is given to students at the end of their study period. Course completion certificates are issued to students who have attended 85% (or more) of their course. No end-of-course document will be issued if students attended less than 70% of the course.

End of Programme Exam:

EU/EEA/Swiss Students have an option to take a recognised examination at the end of the course (cost around €210).

Non-EU/EEA Students must sit a recognised exam at the end of the English Language Programme. This is a requirement of Stamp 2 immigration permission (cost around €210).

Precise dates will be available on a first come, first served basis. For any questions about external exams, please contact our dedicated UCD ELA Exams Administrator at ela@ucd.ie/ ielts@ucd.ie.

Students should:

- Come to your classes and arrive on time
- Try to take part in all classroom activities
- Always ask their teacher if they don't understand
- Bring materials (books, handouts, paper, pens) to class every day
- Speak English only (where possible)
- Not make phone calls, text messages or use your social media during class
- Respect other learners and their cultures
- Bring drinks into the classroom ONLY in closed bottle or cup with a lid

Materials you need to bring to class:

- Paper to write on/ePad
- Pen(s), pencil(s) or a working tablet
- File to keep handouts in
- Paper dictionaries can be provided if required or an eDict will be suggested
- Do your homework (Handouts, Worksheets etc.)

Dublin Transport

Useful Dublin transport information:

Dart <http://www.irishrail.ie/about-us/services/dart-commuter>

Bus <http://www.dublinbus.ie/>

Train <http://www.irishrail.ie/about-us/services/dart-commuter>

Getting to UCD Belfield Campus:

Belfield, the main University College Dublin campus is located 4km south of Dublin city centre.

Hit the Road shows you how to get to or from the UCD Campus using a combination of Dublin Bus, Luas and DART links. You can also change searching options and search how to get from point A to B anywhere in Dublin.

The [UCD Commuting Services Map](#) shows all the bus stops in and around UCD, all DART, LUAS and train stations, as well as car, bicycle and disabled parking areas on campus. You can get directions directly to those points and also check the real time information in some of the stops.

Transport options:

By bus

Dublin Bus provides a range of services to and from the Belfield campus.

Bus Éireann provides a nationwide bus service with most major areas having a regular link to Dublin. The majority of Dublin services terminate in **Busáras** (Central Bus Station, Dublin) from where it is a short walk to O'Connell Street for connecting buses to UCD. Several Bus Éireann services from the Greater Dublin area directly serve the UCD Belfield Campus during morning peak times.

Aircoach operates a bus service from Dublin Airport to Leopardstown/Sandyford/Stillorgan which passes UCD.

By car

Please note that parking on the Belfield and Blackrock campuses is extremely limited.

By plane

Dublin is served by **Dublin International Airport**, which is located north of Dublin City Centre.

There are frequent connecting buses from the airport to the city centre, including a special shuttle service, Airlink which brings passengers directly to **Busáras** (Central Bus Station, Dublin).

Aircoach operates a service which passes UCD. The Aircoach bus stop is located just outside the main N11 (Stillorgan Road) entrance).

By taxi

There are usually an adequate number of taxis in operation in the city centre at any given time. It is possible to hail a taxi from the street, but convenient taxi ranks are located on O'Connell Street, Middle Abbey Street, Dame Street and St Stephens Green.

By train

Dublin is served by two main railway stations: Connolly Station and Heuston Station. It is a short walk from Connolly Station to O'Connell Street, where the Dublin Bus numbers 11 and 46A can be boarded for UCD. The route 145 provides a direct route from Heuston Station to Belfield via the city centre. For further information, visit [Iarnród Éireann \(Irish Rail\)](#)

Health, Welfare and Safety

Emergency Response Procedures

In all instances, you can contact the [Campus Services 24 hour Emergency Line](#) extension on

T:+353 1 716 7999 from a mobile phone.

UCD ELA Emergency contact number outside office hours:

T:+353 87 232 2685

Fire Emergency Procedures:

In the event of fire:

- Trigger the fire alarm and alert the ELA Fire Marshals (if required and without risk to yourself).
- Leave the building along with students in an orderly manner, either via the main entrance.
- Do not use the lift
- Do not delay your departure by attempting to take personal belongings with you
- Meet at the designated Fire Meeting point

First Aid:

Contact UCD Emergency Services as required. Ask a staff member for the first aid supplies.

Health and Wellbeing:

Find a GP

General practitioners (GPs) are family doctors. They treat all common medical conditions. A GP is usually the first doctor you will see about non-emergency illnesses and health issues. They refer people to hospitals and medical services for urgent and specialist treatment.

The majority of GPs provide services on behalf of the HSE, to people with [Medical Cards](#), [GP Visit Cards](#) and other schemes. Most people, like foreign students, who do not have a medical card or GP visit card will pay a fee for a GP visit, request a receipt and then make a claim on your Health insurance. If you go directly to an Emergency Department without a GP referral, there is a [charge](#).

If you need to see a GP outside their clinic hours, you can [contact your local GP out of hours service](#).

For dental care please visit www.dentist.ie

There are medical and dental centres near campus. Please see below.

<p>Clonskeagh Family Practice General Practitioners, 1.2 km 36 Gledswood Drive, (01) 513 3731</p>	<p>Woodbine Medical Centre General Practitioners, Sports Medicine, 0.9 km, Trimblestown 31 Woodbine Park, (01) 260 9861</p>	<p>Doctor's Surgery General Practitioners, 0.2 km, 168 Stillorgan Road, (01) 269 3117</p>
<p><i>Dundrum Medical & Dental Centre,</i> General Practitioners and Dentist, 0.5 km, Medical Centre Level 4, (01) 216 6960</p>	<p><i>Belfield Dental, Dental clinic</i> 174 Stillorgan Rd (01) 269 3155</p>	<p><i>Seafield Lodge Dental Clinic, Dentist</i> Seafield Lodge, Stillorgan Rd (01) 083 154 3501</p>

Information for EU Students

Students from EU Member States in possession of the European Health Insurance Card (EHIC) are entitled to public health services in Ireland. Please check your details.

Information Non-EU Students

Due to the regulations of the Garda National Immigration Bureau (GNIB) non-EU / EEA students are required to obtain relevant Health or Hospital Insurance cover to provide for their stay in Ireland (if more than 90 days). The main health insurance providers that operate in the Irish market are as follows: [Study & Protect](#)

Smoking

UCD is a non-smoking and non-vaping campus.

Data Protection

The ELA adheres to May 2018 GDPR, and is under the guidance of UCD GDPR.

This means we look after your data and personal information carefully, legally and securely.

UCD ELA undertakes to perform its responsibilities under the legislation in accordance with Article 5 of the GDPR. For more information see see: <http://www.ucd.ie/gdpr/>

Student Fees Protection

UCD English Language Academy is a wholly owned subsidiary of University College Dublin. Student fees are fully secure.

In the unlikely event of a course cancellation students will be offered the following options:

1. A transfer to an alternative course of equivalent value.
2. A refund of unspent course fees. Approved refunds will be made to students within 28 working days of receipt of written request for refund.

Questions or Concerns?

Lessons – ask your teacher in class if you don't understand the lesson, or talk to your teacher before or after class. You can also talk to the Operations Team.

Other student(s) - if you have a problem with another student, or students, you can ask to meet your teacher in private, speak to the Operations Team, or any of the UCD ELA team.

Code of Conduct

All staff and students of the English Language Academy are expected to abide by its Code of Conduct. In the case of serious breaches, students may not be permitted to attend the remainder of their course, and no refund will be given.

Respect and Equality

The English Language Academy with University College Dublin are committed to the promotion of an environment for work and study which upholds the dignity and respect of the individual and which supports every individual's right to study and/or work in an environment which is free of any form of harassment, intimidation or bullying. Please talk to the Operations team if you feel you have any issues.

Complaints Procedure

If you feel the need to make a complaint, please follow these steps:

Step 1: Speak to a member of the UCD ELA Operations Team and/or a designated Student Life Executive to help solve the problem immediately, if possible. If the issue cannot be resolved through this channel, go to Step 2.

Step 2: An appointment will be made with the relevant manager who will investigate the issue and decide on the relevant course of action, preferably leading to a positive solution to the issue.

Step 3: If you are unhappy with the resolution, please forward your complaint to ela@ucd.ie in writing and the Operations team will get back to you as soon as possible to arrange a meeting.

Step 4: The relevant manager/staff member will meet the student to propose a solution to the issue as early as reasonably possible, but no later than five working days after the complaint is recorded.

Step 5: If Steps 1. to 4. fail to resolve the issue(s) and (the) student(s) report continuing dissatisfaction then the manager/staff member will ask the student(s) to record their complaint in writing and the complaint will be forwarded to the Customer Operations Manager.

Step 5: Meet with the Customer Operations Manager who will review your complaint and the progress of the proposed solutions and determine future action if necessary. The Customer Operations Manager's decision is final.

Host Families and Student Accommodation

Students who are staying with ELA host families or in campus residence will be provided with additional information. If you have a problem with your host family or UCD ELA accommodation, talk to our Operations Team as soon as possible and we will help you to resolve the issue.

General Points about Living in Ireland

Students should:

- Always say 'please' and 'thank you'. Irish people value good manners.
- Never carry all your money or passport with you.
- Never leave your bag unattended in public places. It may be stolen or treated as dangerous.
- Laws in Ireland may be different from those in your home country. This especially applies to tobacco, alcohol, drugs and self-defence equipment.

- You must be 18 to buy and smoke cigarettes or tobacco and you must not smoke inside buildings.
- UCD campus is a completely NO SMOKING or vaping campus.
- You must be 18 to buy alcohol.
- It is illegal to carry weapons including self-defence sprays.
- Don't drop litter – put it in the bin or take it home with you.
- Don't walk straight into the road – remember to look right – cars in Ireland drive on the left.
- You should join the back of a queue in Ireland.
- Take opportunities to practise speaking in English.

Visas

All non-Irish nationals, who are not citizens of the EU/EEA or Switzerland, must register in person with the Garda National Immigration Bureau (GNIB) after arrival. The GNIB will issue you with a residence permit/GNIB card.

Book your appointment using the Freephone number to attend the public Registration Office in Burgh Quay, D2.

If you are resident in Dublin city or county and wish to register a permission for the first time, you can call Freephone **1800 800 630** to book an appointment.

Operators will take calls between 9 a.m. and 5 p.m. from Monday-Friday to book appointments.

Please make sure you have your passport details and a valid email address to share with the customer service representative when you call.

You should also call this number if you need to reschedule or cancel your appointment.

More information is available on the ISD website at

<https://www.irishimmigration.ie/burgh-quay-appointments/>

For any queries regarding lost or stolen registration certificate, ie Irish Residence Permit (IRP) or GNIB card please contact :

**Student permission
Residence Division (Unit 1)
Immigration Service Delivery
Department of Justice
13-14 Burgh Quay
Dublin 2 D02 XK70
Ireland
Email: unit1residencedivision@justice.ie**

Student Handbook Acknowledgement

I confirm that I have read and understood the UCD ELA General Student Handbook.

Student name: _____

Signature: _____

Date: / /