

UCD English Language Academy

General Student Handbook 2024

[Introduction](#)

[Useful Information](#)

[ELA on Social Media](#)

[Dining Facilities on Campus:](#)

[Borrowing Books and Study Areas:](#)

[Timetable](#)

[Attendance and Punctuality](#)

[ELA Academic Programme outline](#)

[Dublin Transport](#)

[Getting to UCD Belfield Campus:](#)

[Health, Welfare and Safety](#)

[Data Protection](#)

[Student Fees Protection](#)

[Questions or Concerns?](#)

[Code of Conduct:](#)

[Host Families and Student Accommodation](#)

[General Points about Living in Ireland](#)

[Visas](#)

[Student Handbook Acknowledgement:](#)

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>

ELA on Social Media

Instagram: @ucdela

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

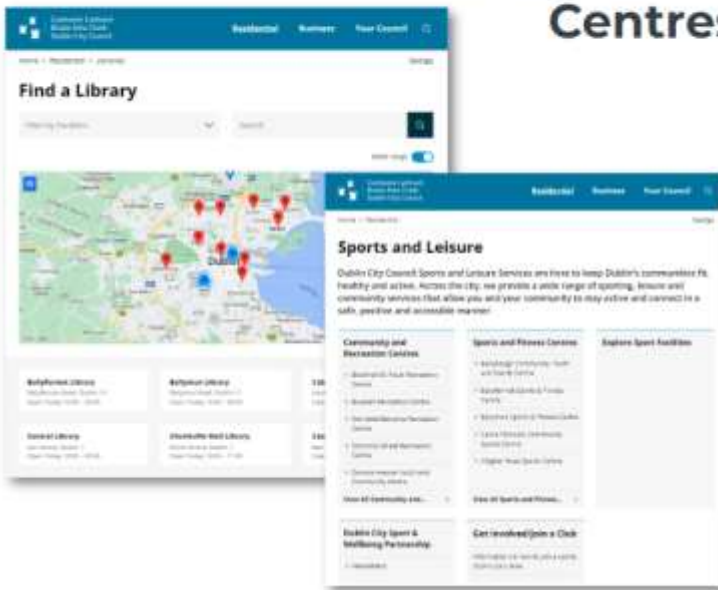
We expect all users to engage with these platforms in an appropriate and respectful manner.

Dining Facilities/Study Spaces 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](#).

Libraries & Fitness Centres

Public Libraries & Fitness Centres



Public Libraries

You can join the library by visiting any branch or registering online at www.dublincity.ie



Sports & Fitness Centres

A number of locations across Dublin.
Pay as you go & memberships.
Contact your local centre to find out more.

UCD Fitness Centres

PRIVATE	JOIN FEE	MONTHLY	ANNUAL
SINGLE	€199	€78	€930
COUPLE	€199	€141	€1599
FAMILY (2 Children)	€199	€160	€1749
Additional Child	FREE	€15	€135
YOUTH (17yrs)	€99	€35	€500
OFF PEAK* - SINGLE	€199	€54	€675
OFF PEAK* - COUPLE	€199	€115	€1299

*Off peak hours 9am - 4pm Monday to Sunday

Your PRIVATE membership includes...

- FREE PARKING in the private members car park
- OVER 100 FREE FITNESS CLASSES per week
- FRESH TOWELS on arrival*
- TRACK YOUR PROGRESS with free fitness assessments
- FREE YOGA AND PILATES
- LUXURIOUS SPA AREA: Sauna, Steam Room, Jacuzzi
- FREE PERSONAL TRAINING and NUTRITIONAL advice
- Exclusive private 10pin10pin CHANGING ROOMS
- RAINFOREST EXPERIENCE massage showers



UCD ELA Language Students

Joining fee reduced to €99

The monthly options are:

- €85pm - anytime access
- €70pm - off-peak access (9am - 4pm everyday)



Leabharlann UCD
UCD Library

UCD Library access

UCD ELA International students can apply for admission only or admission with borrowing rights. Applications will be processed within 48 hours (Monday-Friday).

The library reserves the right of admission.



UCD Library

Visit [UCD Library](#) to apply for admission.

<p>Admission - Temporary Reader Card</p> <p>1 day: €15</p> <p>1 week: €30</p> <p>Apply online</p> <p>3 months: €70</p> <p>Apply online</p> <p>Download our external reader scheme guide for more details.</p>	<p>Admission & Borrowing - External Borrower</p> <p>3 months: €125</p> <p>6 months: €175</p> <p>12 months: €300</p> <p>Apply online</p> <p>Download our external borrower scheme guide for more details.</p>
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Travel Pass -Leap Card

If you plan on using public transport during your stay, you may wish to purchase a Leap Card.

Leap Cards are used to get discounts on buses, trains and trams in the Greater Dublin area. Leap Cards can be purchased from most convenience stores in Dublin or from Dublin Bus directly.

A deposit of €5 with a minimum top up of €5 is required when purchasing.

You can purchase any of the shown TFI Leap Cards online [here](#). To purchase a generic Adult or Child card you can also visit one of 2,500 [TFI Leap agents](#) nationwide.

The Leap Card customer support number is 0818 824824

Timetable

Your First Day:

Your first day will normally be a Monday, Orientation will typically begin between 9:00 and 9:30 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 Academic Team. We recommend you arrive at on UCD campus at 8.50 am(Morning Timetable) /12:45pm (Afternoon Timetable) .Please check your email at the end of your Induction Day for more information regarding your class, room location (Google map) and teacher.

Year-Round Lesson Times:

Standard Weekly Timetable AM + Afternoon Extensions

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

	Monday	Tuesday	Wednesday	Thursday	Friday
9:00 - 10:00	Core textbook - structures & vocabulary	Core textbook - structures & vocabulary	Core textbook - structures & vocabulary	Core textbook - structures & vocabulary	Core textbook - structures & vocabulary
10:00 - 10:30	Break	Break	Break	Break	Break
11:00 - 12:30	Core textbook - Practical Skills (listening, speaking, reading & writing)	Core textbook - Practical Skills (listening, speaking, reading & writing)	Core textbook - Practical Skills (listening, speaking, reading & writing)	Core textbook - Practical Skills (listening, speaking, reading & writing)	Core textbook - Practical Skills (listening, speaking, reading & writing)
14:00 - 16:00		IELTS Examination Preparation - LS	IELTS Examination Preparation - LS	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
13:00 - 14:30	Core textbook - structures & vocabulary	Core textbook - structures & vocabulary	Core textbook - structures & vocabulary	Core textbook - structures & vocabulary	Core textbook - structures & vocabulary
14:30 - 15:00	Break	Break	Break	Break	Break
15:00 - 16:30	Core textbook - Practical Skills (listening, speaking, reading & writing)	Core textbook - Practical Skills (listening, speaking, reading & writing)	Core textbook - Practical Skills (listening, speaking, reading & writing)	Core textbook - Practical Skills (listening, speaking, reading & writing)	Core textbook - Practical Skills (listening, speaking, reading & writing)

Summer Lesson Times:

Standard Weekly Timetable AM

**Class Timetable
Summer GE|AE |BE |IELTS**

	Monday	Tuesday	Wednesday	Thursday	Friday
9:00 - 10:00	Core textbook - structures & vocabulary	Core textbook - structures & vocabulary	Core textbook - structures & vocabulary	Core textbook - structures & vocabulary	Core textbook - structures & vocabulary
10:00 - 10:30	Break	Break	Break	Break	Break
11:00 - 12:30	Core textbook - Practical Skills (listening, speaking, reading & writing)	Core textbook - Practical Skills (listening, speaking, reading & writing)	Core textbook - Practical Skills (listening, speaking, reading & writing)	Core textbook - Practical Skills (listening, speaking, reading & writing)	Core textbook - Practical Skills (listening, speaking, reading & writing)
14:00 - 16:00		IELTS Examination Preparation - LS	IELTS Examination Preparation - LS	NO CLASS	NO CLASS

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

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

For any inquiries regarding course scheduling changes, please email 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.

To obtain an End of Course Certificate from the UCD English Language Academy, students must maintain a minimum attendance percentage of 70%. If a student's attendance is less than 70%, they will not receive a certificate or academic report.

*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.

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.

UCD ELA: in the Classroom

We are excited to welcome you to our classes! Here is a glimpse of what to expect going into the classroom:

Teaching Approach

Our courses aim to help students develop their communicative skills by focusing on providing a range of **real-world communicative activities** and **learning outcomes** with **21st century contexts, social situations** and **global topics**.

Classes follow a context-based approach to **grammar** and **vocabulary** and learners **develop** and practise **receptive (listening and reading)** and **productive (speaking and writing) language skills** in a meaningful way during lessons.

Learner interaction and **collaboration** is encouraged, through projects, presentations, debates, role plays and discussion, and teachers provide regular **constructive language feedback**.

Irish culture is a key element in our classrooms and extracurricular activities. We love Ireland and we are looking forward to sharing it with you!

Tests

Class placement: On your first day, there is an induction session and a placement test to help us choose the best class for you. The test has 3 main parts: a language quiz, a written task and a short interview.

Progress tests: There will be regular tests throughout your course to evaluate and monitor your progress. Tests are based on the content of the classes. They will help your teacher and the academic management team decide when it is time for you to move up a level.

Informal assessments: Other aspects that will inform your progress are your motivation, engagement and ability to interact in the classroom. Remember: evaluating your progress goes beyond test results.

We encourage learners to talk to their teachers about their progress throughout their course. You can also contact the Academic Management Team if you would like to talk together about your course, progress and academic goals.

Extracurricular Activities

If you chose to study with us, you are most likely a **high achiever** and want to make the most of your course and time in Ireland. To cater to students like you, we designed a whole **social and study programme** that students can attend in addition to their regular course lessons for no extra cost.

The **study activities** aim to give you further opportunities to practise English and learn more about **Irish culture**. Some activities are: Irish History, pronunciation, grammar workshop, debate club, vocabulary and much more. The **social activities** are designed to help you **make friends** and **have fun**. Some examples are: field trips, games club, conversation club and more.

Last Day of your Course

Certificate and report: Learners receive a UCD ELA certificate and report on their last day of classes, provided that their attendance meets minimum participation requirements. These official documents will contain information about your level, language competences aligned with the Common European Framework of Reference for Languages (**CEFR**), and the type of course you took part in.

We are delighted to have you with us and cannot wait to witness all the wonderful things you will achieve in your academic journey ahead!

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.

Student Satisfaction Surveys

Listening to our students is very important to us. During your course with us you will be asked to complete two surveys. Your feedback will be used to improve future practices.

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.

Aircoach -Route 700: Airport - City Centre - Donnybrook - UCD - Leopardstown - Sandyford

- o Timetable: every 15 minutes (9am - midnight), every 30 minutes (after midnight)
- o Fares: €10/€15 (online) €11/€16 (cash)
- o Website: www.aircoach.ie o Location: As you exit the Terminal 2 building, follow signs for buses/coaches. Cross the footbridge and go down the escalator.
- o Destination: UCD o Ask the driver to let you off the bus at UCD
- o Cross the flyover bridge and follow this Google Map to UCD Village

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.

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

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: / /