



International Student Support Handbook

September 2025

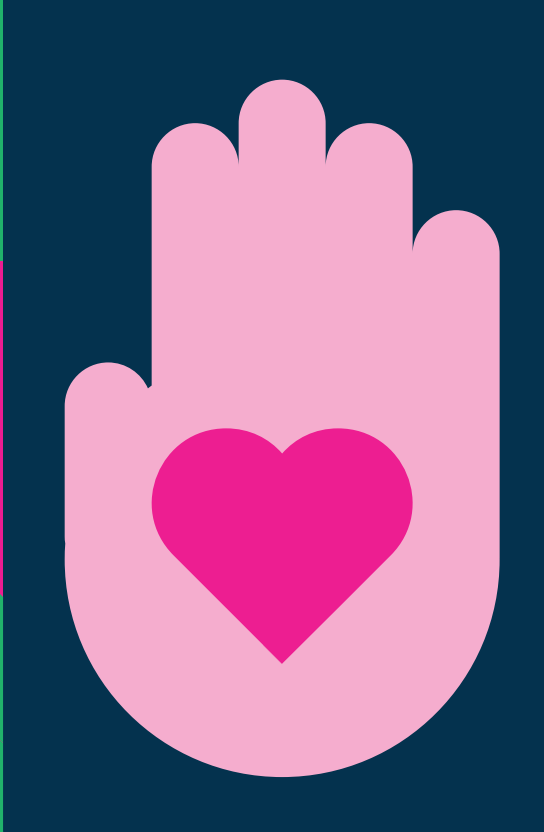
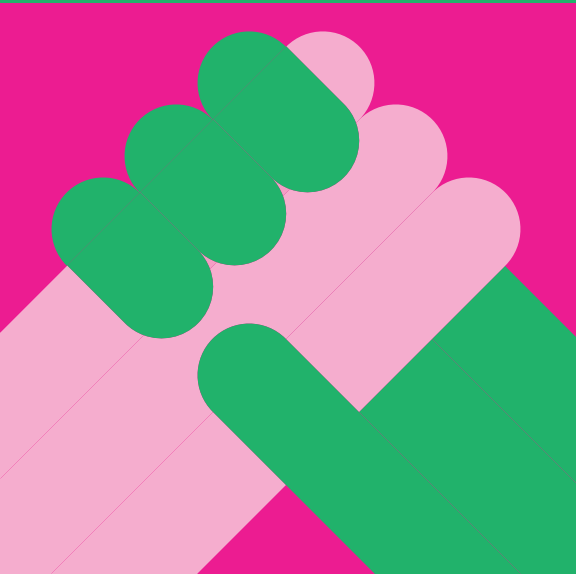


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1. Welcome



Dear Students,

A very warm welcome to Dublin City University!

This booklet has been created to help you settle into life in DCU and begin to understand the Irish way of working and living. We have included the most important things you need to know in the first few weeks after arriving in Dublin. Much more information is available online at dcu.ie/studentssupport/international and you can find information about all of the student support services in DCU at dcu.ie/students.

Take time after you arrive to get to know the university environment and the city, this will help you settle in much more quickly after lectures begin. If you have any questions at all, please reach out to us at student.support@dcu.ie or call into the Student Advice & Support Centre on the Glasnevin or St Patrick's campus (Tel: 01-7007165).

Wishing you a wonderful year at the University!

With warm regards
Dr. Claire Bohan
Dean of Students, DCU

For assistance on arrival, please contact student.support@dcu.ie, visit the Student Advice & Support Centre in CG00 in the Henry Grattan Building on the Glasnevin campus or in C101 on the St Patrick's campus, or call 01 7007165.

2. SS&D and International Support

Dublin City University's Student Support & Development (SS&D) helps students reach their academic, personal, and professional goals through clear, student-focused services. As part of this mission, SS&D offers comprehensive support for international students. We offer a dedicated orientation programme to introduce you to campus life and Irish culture, and provide an International Student Support Officer, based in the Student Advice & Support Centre, who is happy to support you throughout the year. The online International Student Handbook gives additional practical information on living and studying in Ireland.

From **mid-August, International Post-Arrival Clinics** will be open to help you with your first steps in Dublin and DCU, whether organising banking, navigating public transport, understanding local services, or simply settling in. Social events such as the weekly DCU Global Cafés help international students meet others, build friendships, and feel at home in the DCU community. Apart from other services, SS&D offers a Student Health Service, a Counselling Service, and a Careers Service.

Useful links

dcu.ie/students
dcu.ie/orientation

3. Accommodation

Those looking for accommodation in Dublin, and international students in particular, are sometimes targets of bad practice and rental scams from landlords. The Students' Union at DCU offers advice and can help you look for accommodation off-campus. The Irish Council for International Students (ICOS) can also be a good resource.

On-campus accommodation: applications close at the beginning of July. Contact DCU Accommodation to enquire about cancellations.

If you are looking for **off-campus accommodation**, DCU StudentPad advertises off-campus accommodation and is managed by the DCU Students' Union. It contains listings of local private landlords offering accommodation. Please note that the accommodation listed is not vetted by the Students' Union, it is simply an advertising platform.

Useful links

dcustudentpad.ie/Accommodation
dcuaccommodation.ie
internationalstudents.ie

4. Immigration and registration with Immigration Service Delivery

If you are a non-EU student who requires a visa to stay in Ireland, you need to make an appointment with Immigration Service Delivery (also referred to as the Garda National Immigration Bureau or GNIB) once you arrive in the country. An appointment can be booked via the online portal. Once you apply, you will receive an email informing you about the documents you need to bring to your appointment in order to apply for the IRP (Irish Residence Permit). The DCU Registry Office can provide you with a letter confirming you are a student once you have registered.

Useful links

irishimmigration.ie/burgh-quay-appointments

dcu.ie/registry/international-student-letter-request-form

5. PPS numbers

Shortly after arriving in Ireland (and fully registered in DCU), you need to get a PPS (Personal Public Service) number. The PPS number is a unique reference number that allows access to public services (including education) and is essential if you want to engage in employment.

To apply for a PPS number you must provide:

- evidence of your identity (passport)
- evidence of your address
- the reason why you need a PPS number


Useful links

gov.ie/en

citizensinformation.ie/en/money-and-tax/personal-finance

6. Opening a bank account

Opening a bank account is an essential step if you wish to work. To open a bank account, apply in a bank branch or online. Check what documents you will need for the particular bank you have chosen (typically, evidence of your identity and evidence of your address). Most banks offer special rates for students.



If you apply online, you still need to provide your documents. Most banks need hard-copy forms of documentation to be submitted in-branch or by post after you have completed your online application.

Useful links

citizensinformation.ie/en/money-and-tax/personal-finance

7. Employment

Non-EU students enrolled in a full-time university course and in possession of Stamp 2 are entitled to take up casual employment during term time. “Casual employment” is defined as up to 20 hours of part-time work per week.

There are two standardised periods when it is permissible to work full time (i.e. up to 40 hours per week). The periods are December 15 to January 15 and June 1 to September 30 only, corresponding with the traditional summer and winter college holidays. These dates are fixed for all students here under Stamp 2, regardless of the actual college teaching calendar for their programme.

EU students are entitled to work a full week, although anything beyond 20 hours is highly inadvisable as you will be unable to keep up with your studies.

Keep in mind it might take time before you start working. First, you need to register at DCU, settle into the university and your accommodation, book an ISD (GNIB) appointment (if applicable), apply for a PPS number (all students), open a bank account, and look for a suitable part-time position. There are a lot of vacancies in Dublin, and it is good to print copies of your CV and walk around your neighbourhood to see which places are hiring. You can introduce yourself and leave them your CV. You can also apply to job adverts online.

While securing a job alongside your studies might be high on your priority list, your programme of study should always come first.

We would strongly advise you to only accept a position that offers you a contract and pays your wages directly into your bank account. This will help protect you against any malpractice.

Useful links

internationalstudents.ie/info-and-advice/immigration/working-in-ireland

8. Health services (including EHIC)

Key Recommendations for International Students

As an international student coming to Ireland, you should prioritise your health!

- Ensure you have necessary vaccinations, particularly the MMR and Meningitis C. Obtain vaccination records from prior healthcare providers where possible
- Understand the rules for access to public health care for EU/EEA and non-EU students
- Familiarise yourself with your entitlements under the health insurance cover you have purchased if you are a non-EU student
- Bring your EHIC card with you if you are an EU/EEA or Swiss student (or the GHIC from the UK) to access public health care
- Register for a PPS number the week you arrive so you can be registered to healthcare
- Register with a local GP (doctor)

Useful links

citizensinformation.ie/en/health/
www2.hse.ie/services/find-a-gp/

Emergency / A&E

If you have an accident or medical emergency and need to attend the Accident & Emergency (A&E), you should go to your nearest hospital and bring a list of any medication, your EHIC card or health insurance details if possible. You can find your nearest urgent or emergency care unit at the link below.

Non-EU/EEA students using public hospital emergency departments may incur non-EU hospital charges (approximately €380 per visit). Prices may vary. Familiarise yourself with your health insurance to understand under which circumstances you can be reimbursed for these expenses.

Useful links

www2.hse.ie/services/find-urgent-emergency-care

Coughs, colds and flu

If a cough persists beyond six weeks, get a chest x-ray. Should you fall ill with a cough, cold, or flu after arriving, visit undertheweather.ie for advice on managing these conditions. If symptoms continue for more than four weeks, contact the DCU Health Centre to arrange a GP appointment.

Accessing healthcare in DCU

The DCU Student Health Service provides medical care to registered students of the University. The Service operates from our two Health Centres, one on the Glasnevin campus and one on the St Patrick's campus. There is no cost for seeing the nurse; the cost for seeing a GP is €20. We cannot accept the EHIC or medical cards.

Useful links

dcu.ie/health/how-make-appointment

Dealing with a chronic illness such as diabetes, asthma, epilepsy

1. Register with the DCU Student Health Centre by completing a Student Intake Form
2. Obtain a long-term illness card for discounted medications; your doctor (must be registered with the Irish Medical Council) can sign the necessary form
3. Book an appointment with the DCU Student Health Centre. We can perform blood tests to assess your condition. Referrals to local community consultants typically take at least six months, so do this asap
4. If you are planning to stay in Ireland after completion of your programme, you will need to secure a GP off-campus. This may require research as local GPs often have limited capacity for new patients. The DCU Health Centre cannot see students after graduation. If you struggle to find a GP, please let us know and we will try to assist you. Your new address after graduation will also factor into finding a GP in that area

European Health Insurance Card (EHIC)

- Obtain the card before arriving in Ireland, ensure it is valid for your whole stay
- The EHIC covers medically necessary healthcare: emergency medical care, hospital stays, and treatment for flare-ups of chronic conditions
- The Card does not cover private healthcare, repatriation costs or expenses for lost property, trip cancellations, or other travel insurance matters
- If you are visiting a GP, present your EHIC. Some GPs may charge an upfront fee, which is reimbursable later from the HSE
- If you need emergency treatment, go to the nearest public hospital's A&E department. With a valid EHIC, you should not incur the

standard A&E fee (€380) or public hospital in-patient charges for necessary treatment

- The Card will not cover prescription charges at pharmacies

It is essential to obtain comprehensive travel insurance to cover what the EHIC does not, e.g., private medical care, repatriation, lost luggage, and trip cancellations.

Useful links

www2.hse.ie/services/schemes-allowances/lti/ (long term illness scheme)

Mental Wellbeing

- DCU provides various resources for student wellbeing
 - dcu.ie/counselling
 - dcu.ie/health
- For immediate support, contact Pieta (1800 247 247 or text HELP to 51444)

Useful links

dcu.ie/students

9. Personal safety and emergency contacts

- Dublin is relatively safe, but please take normal precautions
- Be aware of your surroundings, especially when walking alone at night
- If you see anything suspicious on campus, contact DCU Security via internal phones on 5999 or from your mobile +353 1 7005999
- See Campus Watch for advice on keeping yourself and your belongings safe as a student (garda.ie/en/crime-prevention/crime-prevention/campus-watch/).
- In an emergency, call the Gardaí (Irish police), fire brigade or ambulance on 999 or 112 from any phone
- Tourist SOS is available 7 days a week and supports visitors to Ireland who have been a victim of crime
- We would highly recommend that you download the DCU SafeZone App. The App allows you to make an emergency call to DCU Security when on campus, and instantly give them your location. You can also make first-aid calls for medical attention on campus

Useful links

dcu.ie/estates/emergency-security

garda.ie/en/crime-prevention/crime-prevention/campus-watch

touristsos.ie

safezoneapp.com/#download_app

10. Public transport

When moving around Dublin, you can use Dublin Bus, trams (called 'Luas'), or the DART (Dublin Area Rapid Transport) light rail. You can either buy individual tickets (on the bus with coins only) or get a Leap Card and top it up. Leap Card is accepted on all Dublin buses, Luas, and DART train connections. DCU is reachable by bus only.

Students between the ages of 19-23 can avail of the Young Adult Leap Card, which comes with 50% savings on travel fares.

The Student Leap Card is for full time third level students who are either 16-18 or 26 years old and above. You can collect it at the Students' Union in the 'U' building on the Glasnevin campus after ordering online.

Some useful apps when moving around the city are: Next Bus, TFI Live App, TFI Leap Top Up App, Irish Rail, and Citymapper.

Useful links

about.leapcard.ie

Glasnevin Campus

The DCU Glasnevin campus is just a short distance from Dublin city centre, Dublin Airport and both the M50 and M1 motorways. The campus is bordered by Ballymun Road and Collins Avenue. Pedestrian, cycle and vehicular access is via the Collins Avenue and Ballymun Road entrances. There is additional pedestrian and cycle access via the pedestrian entrance on Collins Avenue and via the Albert College Park. There is no public through road from Collins Avenue to the Ballymun Road.

Bus routes servicing Glasnevin campus:

- Ballymun Road entrance: 9, 19, E1, E2, 70D
- Collins Avenue entrance: N4
- The Helix: 42, 42D, 44, 70D, 104, 220, 220A, 901D
- Collins Avenue/Whitehall : 1, 16, 16D, 33, 44, 41, 41B, 41C, 41D, 740, 740a

St Patrick's Campus

St Patrick's Campus is situated on the main Belfast Road (M1), which is also the road from the airport, about 2 km to the north of Dublin city centre. Bus routes servicing St Patrick's campus: 1, 16, 19, 33, 33E, 33N, 41, 41B, 41C, 41D, 44. There are 2 bus stops outside the main entrance to St Patrick's campus on the Drumcondra road.

All Hallows Campus

The All Hallows Campus is based on Gracepark Road, Drumcondra, Dublin 9, within a 5 minute walk from the St Patrick's Campus. The St Patrick's Campus bus routes also serve the All Hallows Campus.

DCU Campus Explorer

DCU has developed an interactive tool, the DCU Campus Explorer, to help you navigate your new surroundings.

Useful links

dcu.ie/campus-maps

dcu.ie/campusexplorer

11. Mobile phones

To get a mobile phone in Ireland, you have two main choices:

Pay-As-You-Go (prepaid SIM) or Bill Pay (contract). Check the 'Switcher' website for the best deals.

Pay-As-You-Go is flexible and commitment-free. Buy a SIM, then add credit or bundles. It is easy to obtain, often without ID, suiting short stays or budget control. Purchase this on arrival at Dublin airport, or at phone shops, supermarkets, and newsagents. Your phone must be unlocked. Bill Pay involves a contract, usually 12-24 months, with a fixed monthly fee and allowances. It is cheaper for heavy users but usually requires commitment, a credit check, proof of address, and an Irish bank account, making it less ideal for short visits.

For Pay-As-You-Go: ensure your phone is unlocked. Choose a provider based on current deals. Buy the SIM, then top it up. It is recommended to register it for support.

Useful links

switcher.ie

12. Post-Arrival Checklist

- Unpack
- Go on a short walk to explore the immediate surroundings
- Get an Irish SIM card
- Make your GNIB appointment
- Apply for a PPS number
- Open a Bank Account
- Get a Leap Card
- Collect your Student Card
- Explore the city centre or walk on the beach, locate your embassy
- If you live off campus, take different routes to DCU and see which one is the best for you
- Call your family
- Do a campus + library tour (and walk around on your own as well)
- Attend Orientation events and your Programme Orientation
- Read materials available to you about your programme Academic Integrity, Student Charter, Academic Calendar, locate support services
- Attend Students' Union events (join some Clubs & Societies!)
- Make a shopping list and get everything you need for your room
- Work on your healthy habits (drinking enough water, eating balanced diet, exercising, getting enough sleep)
- Register with a General Practitioner (GP)



dcu.ie/students
student.support@dcu.ie

**Access the
handbook here:**

[dcu.ie/studentsupport/
international-student-handbook](https://dcu.ie/studentsupport/international-student-handbook)