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Welcome

Welcome to Dublin City University! We are delighted that you have chosen to study at DCU. We hope that you find your time here exciting, challenging and enriching and we look forward to getting to know all of you better over the coming weeks and months.

This handbook contains information which is very important to your start at DCU. It is essential that you read the following pages carefully so that you are up to date with the latest information on academic, immigration matters, money matters, health and safety and the support available to you at DCU. We have also included some helpful advice and information such as local transport and working.

The International Office works very closely with colleagues in Student Support and Development, Registry and the academic schools to ensure that students are supported throughout their journey at DCU. Detailed information on the range of supports and services available to students through Student Support and Development is available on the DCU website. For queries regarding your programme of study you should speak directly with your Programme Chair or Module Lecturer. If you are not sure where you should direct your query or require any other help or information please contact the International Office.

Wishing you every success over the coming months!
The International Office Team

International Office, DCU All Hallows Campus
Grace Park Road, Drumcondra, Dublin 9
Opening Hours: Monday to Thursday 9.30am - 5.00pm
Friday 9.30am - 4.00pm
Closed for Lunch: Monday to Friday 1.00pm - 2.00pm

T: +353 (01) 700 7411
E: international.office@dcu.ie
W: dcu.ie/international/index.shtml

@DCU.International.Office
@DCUIntl
@dcuint
DCU Campus Locations

DCU is a multi-campus university and during your time here you should acquaint yourself with all three DCU Campuses - DCU Glasnevin, DCU St Patrick’s and DCU All Hallows.

Travelling between the campuses - from DCU Glasnevin to DCU St Patrick’s and DCU All Hallows in Drumcondra - is easy. All campuses are excellently served by a regular Dublin Bus service and can be easily walked/cycled to.
**Registration at DCU**

Completing the registration process and collecting your student card will mean you will have full access to all facilities and services on the DCU campuses including the library and your DCU student email account.

**Important reminder!** Please remember to add your new address in Ireland to the My Details section of DCU Apps at: [dcu.ie/registry/mydetails.shtml](http://dcu.ie/registry/mydetails.shtml)

This is essential if you are to receive important documents from us via post.

**Registration at DCU per Student Type**

DCU International welcomes different student types to DCU every year. A brief overview of each student type and the registration requirement is provided below:

**Undergraduate Students**

This student type will undertake a full degree taught bachelor’s programme at DCU and will earn their degree at DCU. There is one intake in September. Students register through the online registration process as directed by Registry. ID cards are collected at Registry.

**Postgraduate Students**

This student type will undertake a full degree taught master’s programme at DCU and will earn their degree at DCU. There are two intakes - September and January. The majority of postgraduate students commence studies in September however a limited number of DCU programmes provide for a January intake. Students register through the online registration process as directed by Registry. ID cards are collected at Registry.

**Foundation Students**

This program is for students who do not meet the full academic and/or English language requirements of their chosen Undergraduate or Postgraduate degree programme. Foundation Programme Students have received a conditional offer for their degree programme that is dependent on their completion of either one or two semesters of our International Foundation Programme. Students can join the programme in September, January, or May, as appropriate. Foundation Students will complete registration and collect ID cards at Registry.
Study Abroad Students
DCU welcomes students from both EU and non-EU countries for a semester or full academic year of study at DCU. These students normally come through third party providers such as CIEE, CIS Abroad, IPSL, and CEA or through individual University linkages such as University of Minnesota and Waseda University. Some students come to DCU as Direct Enrol students/‘free movers’. All Study Abroad students pay a fee either to DCU, through their home university or third party provider. Students do not earn their degree at DCU. Study Abroad students are pre-registered for modules by the Study Abroad team in the International Office but can change their mind and add additional modules over a 10 day period at the beginning of semester. Advice on this and collection of ID cards takes place at the ‘Study Abroad’ session on the Orientation schedule.

Exchange and Erasmus Students
DCU welcomes students who are participating in the Europe wide ERASMUS+ programme and have chosen DCU as their host university for either a semester or an academic year.

Exchange students are students who come from universities where there is a collaborating programme or exchange agreement in place between DCU and the home University.

Exchange students are pre-registered for modules by the Exchange team in the International Office but can change their mind and add additional modules over a 10 day period at the beginning of semester. Advice on this and collection of ID cards takes place at the ‘Exchange’ session on the Orientation schedule.
Contact Information

DCU Email Account
Please remember to regularly check your DCU student email account for important information, reminders and events from DCU, including the International Office. This is the address that will be used for all official DCU communications.

DCU International Office Points of Contact
If you have any queries regarding your academic programme/modules, your first point of contact should be your Lecturer or Programme Supervisor. Following this, if the query/issue is more administrative or you need some practical advice you should contact the relevant team in the DCU International Office:

Direct Postgraduate, Undergraduate and Foundation Students should contact the International Office at: international.office@dcu.ie

Study Abroad Students should contact the Study Abroad team in the International Office at: study.abroad@dcu.ie

Exchange/Erasmus students should contact the Exchange team in the International Office at: exchange@dcu.ie
Online Letter Request

The International Office provides various letters of support that you may need throughout your time here as an International (non-EU) Undergraduate, Postgraduate, Study Abroad or Exchange/Erasmus student. Please allow at least three working days for your letter to be produced. Letters can be collected from the International Office on the DCU All Hallows Campus (bring your student card as identification). PPS Letters must be posted to your home address or sent by email. Letters containing significant personal data will be sent as encrypted files attached to email. An International Student Confirmation Letter can be posted and used as official PROOF OF ADDRESS if you have no other proof. Please ensure that your Student Portal has your most up to date Dublin address.

Important – Please ensure that your current address in Dublin is updated on your My Details via DCU Apps.

Examples of the letters that you can request are:

— **International Student Confirmation Letter**: This letter can be used to register with INIS, to apply to Embassies for travel permission, to open a student bank account, to apply for a PPS number, or if general confirmation is needed that you are a registered full-time DCU student.

— If the letter will be used to register with INIS note that the letter should be dated no more than seven days before your appointment date. For more information: inis.gov.ie/en/INIS/Pages/registration

— If the letter will be used to open a bank account we are required to add your date of birth. If you request the letter by email it will be sent as an encrypted attachment.

— If the letter will be used as proof of address, particularly for applying for a PPS number, you should request that the letter is posted to your Dublin address and retain the envelope. For more information: welfare.ie/en/Pages/Personal-Public-Service-Number-How-to-Apply.aspx

— **Availability to Work Letter**: Request this letter if you need written confirmation that you are a registered student in DCU for the current Academic Year and are eligible to work part time.

— **Graduation Visa Invitation Letter**: Request this letter for up to two guests who will attend your graduation ceremony at DCU and who will need to apply for a visa. The letter should be submitted to the Irish Embassy to support a visa application. Please contact the relevant embassy for further details on visa applications.
Online Letter Request

How to Request a Letter
On the DCU International Office webpage, click Current International Students on the sidebar to the left.

On the dropdown menu select Online Letter Request Form.
Complete form and click ‘submit’.
Opening an Online Bank Account

Students staying for two semesters or more must open an Irish bank account. You are advised to open a bank account within your first two weeks in Ireland as it is required for some immigration processes. You may also be required to pay for your rent via direct debit from an Irish bank account. There is a Bank of Ireland branch on the DCU Glasnevin campus. They will have advisors to speak to students on the best type of account to open and what documents you are required to take with you to open an account. You must open a bank account in person in a bank branch.

Documentation Required
You must request an International Student Confirmation letter via the online letter request service.

This letter allows you to open a bank account with the Bank of Ireland on Campus only. Please give your full address in Ireland when you request the letter. DCU International Office will scan a copy of this letter to Bank of Ireland and a hard copy will be available for you to collect.

You will need to take the following documents with you to the bank:
— Photo ID (Passport, National ID card)
— DCU Student Card
— International Student Confirmation letter from DCU (this can be used as ‘proof of address’)

After opening an account, you will be able to sign up for online banking and link to an account in your home country if necessary.
INIS Registration

Citizens from EU/EEA and Switzerland:
It is not necessary to register with the immigration authorities.

All Other Students
(including non-EU Students who did not need a visa to enter Ireland):
All non-Irish nationals who are not citizens of the EU/EEA or Switzerland must register in person with INIS (Irish Naturalisation and Immigration Service). You must be a fully registered student of DCU to register with INIS. You must register within the time limit which was stamped on your passport when you arrived at Dublin Airport. INIS will issue you with an Irish Residence Permit/IRP (formerly GNIB card). This gives you permission to remain in the State. The fee for this card is €300 and must be paid by credit card, debit card, or bank giro. This fee cannot be paid by cash. Before arriving at INIS you MUST book an appointment online. Appointments can be made up to 10 weeks in advance. If you are from a non-EU country and you did not need a visa to enter Ireland you are still required to register with INIS (e.g. US, Japanese and Malaysian citizens)

Registration Process
— Log on to burghquayregistrationoffice.inis.gov.ie
— Click on “Make Appointment” and select your preferred date and time. Please note that you can make an appointment up to 10 weeks in advance.
— Confirm your appointment and print your appointment confirmation
— Request your International Student Confirmation letter from the International Office. Request this letter no more than seven days before your appointment date (see below)
— Attend your appointment, ensuring that you take the full set of required documentation with you (see below)

You must arrive to your appointment at the exact time you have booked. If you cannot attend please cancel your appointment and make a new one. This is important to do as someone else can take your appointment slot. You must bring all required documents with you to your appointment or your INIS registration will not be processed.
The Irish National and Immigration Service (INIS) is located on 13/14 Burgh Quay, Dublin 2. Please see here for location and contact information: inis.gov.ie/en/INIS/Pages/contact-registration

**Documentation Required**
You must request an International Student Confirmation letter via the online letter request service.

To be accepted the letter must be an original (it cannot be printed from an email attachment) and dated no more than seven days before your appointment. Please do not request the letter until you have an appointment.

You will need to take the following documents with you for your appointment:

- Your valid passport
- Your DCU offer letter
- International Student Confirmation letter
- Your DCU student card
- Evidence of private health insurance
- Evidence of financial support; e.g. current statement from your Irish bank account showing your name and balance of at least €3000*, or a letter from your sponsoring body confirming financial status. (If you did not need a visa to come to Ireland, you must also prove that you can support yourself financially after you arrive. You do this by showing you have direct access to €3,000, if you are staying for more than 6 months, €500 per month or €3,000 (in total) if you are staying 6 months or less)
- €300 fee (must be paid by credit card, debit card or bank giro. No cash accepted)
- Evidence of your appointment with INIS

*Single semester students must have €500 for each month of their stay in Ireland. They are not required to open an Irish bank account.

**Renewal of Irish Residence Permit/IRP (formerly GNIB card)**
If you have been studying in Ireland for the past academic year you must re-new your Irish Residence Permit/IRP (formerly GNIB card). The renewal fee is €300. Please follow the same process as above to make your appointment with INIS and ensure that you take with you all requirement documents.
Part-time Work/PPS Number

Citizens of EU/EEA and Switzerland are entitled to work in Ireland without an INIS/GNIB card or work permit.

Non-EU/EEA, Full-Time Full Year Students on a valid immigration stamp 2 can work a maximum 20 hours per week during term time or full-time (up to a maximum 40 hours per week) during the months of June, July, August and September and from 15 December to 15 January.

Students should remember that studying at university level, particularly a postgraduate programme, is very intensive and it may not be possible to maintain a part-time job during busy study and exam periods.

To work in Ireland you are required to have a PPS (Personal Public Service) number. You will need to apply for a PPS number and it is issued by the Department of Social Protection. Apply for your PPS number to: welfare.ie/en/Pages/Personal-Public-Service-Number-How-to-Apply.aspx

Documentation Required
You must request an International Student Confirmation Letter via the online letter request service.

Please give your full address in Ireland when you request the letter. To prove residency, the Department of Social Protection requires that this letter be issued by post only. The letter will be posted to your address in Ireland.

Request an International Student Confirmation letter via the on-line letter request service. To prove residency, the Department of Social Protection requires that the International Student Confirmation letter be issued to your address in Ireland by post only. Bring the letter and the envelope to your appointment. You will need to take the following documents with you for your appointment:

— Passport
— International Student Confirmation letter from DCU and the envelope in which it arrived (this is your proof of address)

Application Process
PPS number applications will only be accepted with a pre-booked appointment from the Department of Social Protection. Appointments can be made online at: mywelfare.ie

Before arriving for your appointment, please ensure you have been allocated a date, time, and desk number. Without these you may not have a valid appointment. Please ensure you take all required documentation with you to your appointment. Following successful registration, customers will be advised of their new number, within 3 to 5 working days, through the issue of a letter of notification sent automatically to the address given on the application form.
Student Health and Safety

Health Insurance Reminder
It is a mandatory requirement for non-EU students to have private health insurance. You will be required to show evidence of health insurance in order to register with INIS. If you have not arranged private health insurance please visit the following link for details: dcu.ie/international/health.shtml

Health Services on Campus
The DCU Student Health Service is based in two locations at DCU - in the Henry Grattan Building on Glasnevin Campus and room A104 on St Patrick’s Campus. It is a Nurse-led service which provides on-campus primary healthcare. It takes care of the physical, psychological and social aspects of student health and health promotion.

DCU’s Healthy Living Centre, located on the Glasnevin Campus, provides a range of healthcare services to students including General Practitioner (GP) services. The Healthy Living Centre offers reduced rates for students. For more information or to book an appointment please visit: www.hlc.dcu.ie

There is a pharmacy on Glasnevin campus.

Other Health Services
The on-campus health services do not provide full 24-hour cover and students are advised to register with a general practitioner (GP) on arrival in Ireland. There are several GPs located in the local area. A visit to a general practitioner off campus costs in the region of €50. If you require the services of a GP out of normal surgery times (i.e. at night) you should contact North Doc Tel. 1850 22 44 77 (northdoc.ie). They will provide you with advice over the phone and may arrange an appointment at a medical centre. There is a fee for this service.

In the event of a medical emergency or accident you should go to an Accident and Emergency department of a hospital. The closest hospitals to DCU are Beaumont Hospital and Connolly Hospital Blanchardstown.

Emergency
If you require an ambulance please call 999. An Garda Síochána is the national police service of Ireland. The nearest Garda station to DCU is in Ballymun, phone (01) 666 4400. In the event of an emergency on the DCU campus please contact DCU Campus Security on (01) 700 5999.
Student Support and Development

Student Support at DCU
DCU is committed to offering a safe and supportive learning and social environment for our students. The DCU Student Support and Development Office is made up of a number of different units or offices offering different services across our campuses. These services include a Careers Service, Counselling and Personal Development, Disability Support and Learning Support.

If you are not sure which unit can best assist you with whatever query you have, simply contact the central student support services line in DCU Glasnevin Campus at Tel (01) 700 7165 or email student.support@dcu.ie or on the DCU St Patrick’s Campus at (01) 884 2004 or email spdstudent.support@dcu.ie

For more information on the support services offered at DCU visit: dcu.ie/students/index.shtml

Get Involved!
One of the best ways to settle in to life on campus is to get involved with your DCU Students’ Union. The SU offers over 100 clubs and societies for students to join which is a great way to make new friends, play the sports you love and maybe take up a new interest. There are also several clubs connected to our International student body include the Chinese Society, Indian Society, International Erasmus Student Network and the Intercultural Society.
For more information please visit: dcusu.ie
There’s an App for That!

To help you settle into your time in Dublin we have put together our Top Ten Apps for students.

— **CultureMee** - practical travel advice and dealing with ‘culture shock’
— **SafeZone** - SafeZone is the Campus Safety App for DCU students and staff that offers aid in emergency or high risk situations or if First Aid is needed
— **Journey Planner** - to help plan your journey on public transport. This app covers all our Ireland.
— **Dublin Bus** - this app will give you real time travel information as well as routes and timetables for Dublin bus.
— **Groupon** - check out all of the latest deals for Dublin!
— **Discover Ireland** - It’s Ireland in your pocket! Get up-to-date info on what’s happening, places to eat and much more.
— **Entertainment.ie** - this app lists every screen in every cinema in Ireland, along with music, clubbing, theatre and comedy.
— **Dublin Culture Trail** - Videos and photographs present Dublin’s museums, galleries, and historic buildings, while introducing the people and artists behind them.
— **Lovin Dublin** - helps you find the best events, hidden gems and free things to do in Dublin
— **Instagram** - because you will need to document all the amazing times you’re going to have!

(p.s. we have included some Dublin apps but there are also some great apps available to help you explore other parts of Ireland such as Cork or Galway!)

Disclaimer: Every effort has been made to ensure the accuracy of all information and the University is not bound by any error or omission therein. We advise students to check relevant websites and their DCU student email account for any updated information, particularly regarding immigration.