

STUDENT HANDBOOK NCG DUBLIN



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WELCOME TO NCG

YOUR PLACE AT NCG IS CONFIRMED!

Dear Student,

Thank you very much for your booking. We very much look forward to welcoming you here, and we are sure that you will have a wonderful time, learn a lot of English and meet plenty of friendly people.

We are sure that you will find that Dublin is a great place to study and work. Our professional staff are dedicated to helping our students improve their English language skills and supporting them as they make progress towards achieving their dreams.

Welcome to the NCG family!


#NCLIFE MEANS ADVENTURE

Learn English and experience adventure!


Whilst studying in Ireland, there will be plenty of opportunities to make incredible memories and friends for life.

Check out #ncglife on the NCG social media.

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SHARE YOUR
PHOTOS WITH
HASHTAG
#NCLIFE

ACCREDITATIONS & MEMBERSHIPS



ADDRESS & CONTACT DETAILS

1 Clarinda Park North | Dun
Laoghaire | Co. Dublin | Ireland

The two closest train stations are
Dun Laoghaire and Sandycove
& Glasthule DART

Email:
info@newcollegelgroup.com

Telephone:
+353 (1) 230 11 00

Emergency telephone:
+353 (0) 851 73 9991

Please use the emergency number
only when you have an emergency.
You can speak to a member of staff
outside office hours.



SCHOOL OPENING TIMES

Monday & Wednesday: 8.30 am - 8.00 pm

Tuesday, Thursday & Friday: 8.30 am - 5.00 pm

Saturday, Sunday and Bank Holidays: Closed

IMPORTANT PHONE NUMBERS

Emergencies	112
Gardaí	112/999
HSE (for questions about your health non-emergency)	1850 24 1850
INIS (Irish Naturalisation & Immigration Service)	+353 1616 7700



WE HAVE A HIGH QUALITY, ENTHUSIASTIC AND FRIENDLY TEAM WHO WILL
SUPPORT YOU FROM YOUR FIRST DAY AT NCG TILL THE END OF YOUR COURSE.

YOUR FIRST DAY



On your first day, please arrive at the school at 8:45 am.



Please bring your passport/ID or equivalent travel document.



You will have a speaking test with a teacher in English. If you have not already taken the online test, you will be given the written test to complete in the school.



After the speaking test, there will be a presentation that will give you all the information you need to know and you can ask any questions you have.



You will then go on a short tour of Dun Laoghaire to show you some of the important places that you may need during your time here. For example, the nearest train station, supermarket, post-office and best place to have lunch.

YOUR CLASSES

You will be shown where to find the daily timetable which tells you which class you are in, the classroom number and the name of your teachers.

Please do the following to make sure you are getting the most from your English classes:


- Come to class on time
- Speak only English in class
- Do your homework every day
- Please show respect to all students and your teachers


ALL STUDENTS MAY BE IN CLASSES OF MIXED NATIONALITIES AND MIXED AGES, INCLUDING STUDENTS WITH A MINIMUM AGE OF 16 YEARS, AND NO MAXIMUM AGE LIMIT.


OUR AIM IS TO PROVIDE ALL THE SUPPORT NECESSARY TO HELP YOU MAKE EXCELLENT PROGRESS IN YOUR ENGLISH LANGUAGE STUDIES.


PUBLIC TRANSPORT

In Dublin, there are different types of public transport to choose from: bus, DART (train), LUAS (tram) or taxi. The transport you will most likely use to come to NCG will be the bus or the DART. The nearest DART station to NCG is Sandycove & Glasthule. For more details on transport and timetables in Dublin go to www.dublinpublictransport.ie

 Visit the website www.transportforireland.ie for information about all public transport and prices.

 We recommend using a Leapcard, which you can get at any DART station, newsagent's shop or on www.leapcard.ie. You add travel credit to your card to pay-as-you-go for each journey.

 When your travel credit finishes, you top it up again online, at any Leapcard agent, or download the app onto your phone.

 If you are studying for at least 6 months duration with a minimum of 16 hours class time per week, you are eligible to apply for a Student Leapcard.

DART (TRAIN)




LEAPCARD





LUAS (TRAM)




TAXI

 Taxis can be found at taxi ranks or can be "hailed" by raising your hand towards the car. You know that the taxi is available if the light on the roof is on and the taxi will only stop if it is available.


 You can also use the Free Now service for booking a taxi. Download an app on your smartphone by this link www.free-now.com/ie

 Please use licensed taxis. A licenced taxi must display a yellow TAXI display panel on the roof of the car.

 Visit the website www.dublin.info/taxi for more information about taxis in Dublin.




ARRIVING IN IRELAND


 You can take the Aircoach bus from Dublin Airport to Marine Road in Dun Laoghaire. You can book in advance online or buy the ticket when you arrive at the kiosk outside the arrivals hall in Dublin Airport.


The cost: €10 approx. for a single journey
€16.00 for a return journey

For more information: www.aircoach.ie

 You can take the DART (local train) from NCG school to the city centre.

The cost: € 6.50 for a return journey

 If you booked a taxi transfer with us, you will find the driver in the arrivals hall at the airport. He will be holding a sign with New College Group logo and your name.

 If you cannot find the driver, you should phone the taxi emergency number

 **AIRCOACH**



REGISTERING FOR YOUR VISA

On your first day in NCG, we will give you detailed information about what to do to register for your visa with GNIB (Irish Immigration Authorities)

First make an appointment online: www.burghquayregistrationoffice.inis.gov.ie

You will need to bring the following with you:

1. A letter from the school confirming that you have been accepted on a course with NCG and have paid your fees in full.
2. Confirmation of insurance for the duration of your course.
3. Your passport.
4. Proof of funds (€3,000).
5. If you **are renewal** student, you will need an Exit letter with the attendance and a confirmation of your exit exam from your previous course.

When you have made your appointment, speak to the staff in NCG and request your letters. Please give the team at least 3 days notice to make sure there is enough time to prepare the documents.





WELFARE

INSURANCE


We recommend that all students have insurance that covers health, course cancellation and the possessions that you will bring with you. Work experience students must also purchase liability insurance which will cover them at work.

REGISTERING WITH A DOCTOR

 If you are from a country in Europe or Switzerland, you can obtain free hospital treatment if you have a EHIC (European Health Insurance card). But this does not cover all areas, so you still need insurance.

 If you are in Ireland with a Visa for the purpose of study, you need to have medical insurance. This applies for both short and longer term study visas.

Further details here: www.inis.gov.ie/en/INIS/Pages/Study


 If you need to see a GP, there is a surgery not far from the school.


Further details here: www.dunlaoghairedoctor.ie


EUROPEAN HEALTH INSURANCE CARD




MEDICATION

 At NCG Dublin we operate an equal opportunities policy, which means that we do not discriminate against any student regardless of gender, race, creed, colour, nationality, sexual orientation or disability of any kind.

 It is however essential that we are fully informed of any medical condition/ disability of prospective students in order to be able to provide appropriate care for you as our student.

 If you are under 18 years old and take medication, please mark it clearly with your name and give it to your host family.

 Your parents must fill in and sign our medication form included on the Parental Consent Letter attached here and provide full details of your medication or medical conditions.



IF YOU ARE FEELING UNWELL, TAKE THE FOLLOWING STEPS:

1. PHARMACY

Go to the local pharmacy. The closest pharmacy to the school is 2 minutes' walk away.

Address: Dun Laoghaire Pharmacy, 56 George's Street Upper, Dun Laoghaire

Tel: (01) 284 4861

2. LOCAL GP

If the pharmacy suggest you go to the doctor, go to the local GP (General Practitioner) or ask a member of NCG staff to call the GP to make an appointment for you.

Address: 1 Glenageary Road Lower, Glasthule, Dun Laoghaire

Tel: (01) 280 7469

3. A&E EMERGENCY

If you have a serious injury or illness, the GP will send you to the hospital. If you have a serious accident, need immediate medical attention or are suffering from a life-threatening illness, then you should go to the hospital.

St. Michael's Hospital
Emergency Department
George's Street Lower
Dun Laoghaire
Co. Dublin
Opening times: Monday to Sunday 8:00 to 20:00

Emergency Department
St. Vincent's University Hospital,
Elm Park,
Dublin 4



In an emergency please dial 112 and ask for an ambulance.

EVERYDAY LIFE

HOW TO GET AN IRISH NUMBER?

Make sure your mobile phone is unblocked. You can buy a SIM card at any phone shop (Vodafone, O2, Meteor, etc.).

ARE THERE ANY CAFES/RESTAURANTS CLOSE TO THE SCHOOL?

The school is very close to many restaurants, cafes and shops as well as two shopping centres with supermarkets. You are welcome to bring food and eat in the student area or patio.

WHAT IS THE AVERAGE PRICE FOR FOOD IN DUBLIN?


Sandwich - €4 - €5

Salad - €4 - €5

Pizza/Pasta/Hamburger - €7- €8

Coffee/Tea - €2.50 - €3.50

Fruit juices - €3



Phone simcard + 2GB data:
€20 per month

Cinema ticket: €8.00

Gym membership: €40/ €50 per month

Meal in a restaurant: €15-€20

Please note these are approximate prices. Some shops around the school as Missy Moops, The Curry Garden, Supervalu have a wide selection of hot and cold lunches with affordable meal deals.

WHAT SHOULD YOU BRING WITH YOU?

- Clothes
- Waterproof jacket
- Walking shoes
- Trainers
- Towels
- Medication - Please tell us about any medications you are taking.
- Spending money
- Necessary documents - passport, driving licence.
- EHIC card



No matter what time of the year you come, be prepared for all four seasons! The climate in Dublin is not usually extreme (never very hot or cold), but is "changeable" (you can sometimes have spring, summer, autumn and winter all in one day!)



Ireland plugs have 3 pins so you will need an adapter. You can buy this at the Irish airport or at most electrical stores in Dublin.

THIS IS YOUR EXPERIENCE – A CHANCE TO SPEND TIME IN ONE OF THE FRIENDLIEST EUROPEAN CAPITALS, PRACTICING ENGLISH AND MEETING NEW PEOPLE.



DOs & DON'Ts IN IRELAND

DOs

- Always show respect for each other's differences.
- Take advantage of "free" Dublin. Don't forget that every day most museums are free.
- Ask questions. If you have a problem or need help, then ask a member of the NCG Dublin team.
- Be adventurous with food! Dublin is considered one of the best places in the world for food. You can try international cuisine at from over 40 countries. You never know what you will like!

DON'Ts

- Don't expect Dublin to be a "within walking distance" city. Dublin is not a big capital, but you may need to use public transport to see everything. The school is in the town of Dun Laoghaire which is a 20-minute train journey to the city centre.
- Don't spend every afternoon sitting in the student room chatting to your friends at home on Facebook or Whatsapp this won't help your English. Try to make friends at school!
- Don't speak your language - do speak English!

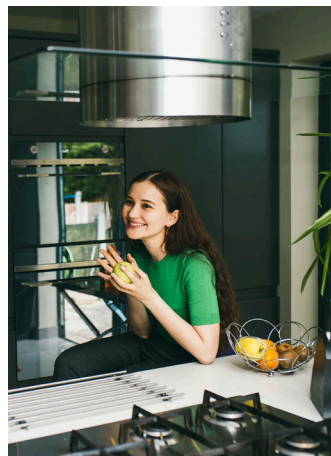


NCG RULES

🏠 YOUR HOST FAMILY

👤 Your host family will welcome you into their home and their family. Please respect their home and try to be helpful and polite at all times. If you have any problems, your host family and the NCG staff can help you; you just need to ask us. Keep your bedroom, bathroom and other areas as tidy as possible at all times. If you break anything or lose a key, you may be charged extra for the damages. Keep the noise to a minimum between 10 pm and 8 am. Remember, staying with a host family is a great opportunity for you to practice English and to learn about Irish culture.

📌 Always follow the rules of the residence in order to avoid any problems.



🍽️ MEALS

🍏 Depending on the type of meal option you booked, your host family will give you: breakfast and evening meals (half-board), or breakfast, packed lunch and evening meals (full-board). Your family will tell you when to be home for meals.

🍷 If you want extra snacks and drinks, please ask your host family or buy them yourself. Do not help yourself to food without asking. If you will not be at home for any of the meals, please tell the family the day before, so they are not waiting for you.

LAUNDRY

Your host family will wash your clothes for you. They will tell you where to put your dirty clothes. In some cases, the family prefer that you do your own laundry and will show you how to use the machines.

TELEPHONE

You can use the Wi-fi in the school or at your host family or residence to call your family and friends back home. Whatsapp is very useful for this.

ARRIVALS

Your host family will meet you when you arrive at the accommodation. It is important for us to receive your full travel details so we can notify the family about your arrival time and avoid any inconveniences.

LICENSING & SMOKING LAWS

You have to be 18 years old to drink alcohol and to smoke in Ireland. You will not be allowed to smoke in your host family's house and you must ask for permission if you wish to drink alcohol.

CURFEWS (16-17 YEAR OLDS)

Your host family will expect you to arrive home no later than the time noted below. If for any reason you do not follow this rule, they will contact us and we will give you a warning and the curfew time will be changed. If you keep breaking this rule, we will contact your parents and it may result in you being expelled from the school.

Age	Sunday-Thursday	Friday - Saturday
16-17	10:00 pm	10:30 pm

Please come home when your host family tells you to. If there is a problem and you are going to be late, PLEASE PHONE THEM to let them know! Do not jeopardize your time in Dublin. You will have plenty of things to do during the day time.

PERSONAL SAFETY (1)

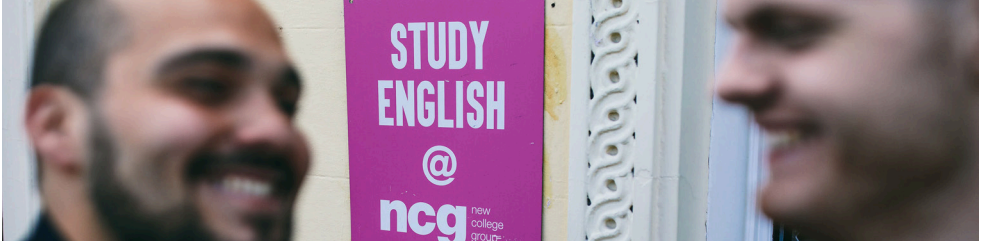
- Don't leave your belongings (bag or mobile etc.) unattended in a public place and keep your bag in front of you in crowded areas.
- When you use a cash machine, make sure that nobody can see you type your PIN. Don't carry a large amount of money around with you. Don't carry your passport when not necessary. (Please bring it on your first day).



- Always be suspicious of emails, texts or phone calls where you are being asked for personal information, especially passwords, PIN numbers, or account details. Never give this information out. Ask a member of NCG staff if you are not sure.
- Make sure you always completely destroy papers with your personal details, letters and receipts.
- When you move house or flat, make sure that you update your address with all organisations. You don't want any bank or credit card statements to go to your old address.
- Keep a record of your bank account numbers, driving license and passport details somewhere safe. This way, if you lose something or suspect it has been stolen, you will have the right information to hand.
- If you are destroying an old bank card, cut through the chip and magnetic strip.

PERSONAL SAFETY (2)

- Know how you will get home: plan ahead, particularly if you're going to a part of town you don't know.
- Let someone know where you're going and what time you expect to be back.
- Ensure your mobile phone is charged and is in credit.
- Watch how much you drink if you are on a night out. It is much more likely that you will do something risky or foolish if you are drunk, and you are much more likely to lose your keys, cash, or phone.
- Always leave a club or pub with your friends.
- If you use public transport to get home, sit near the driver.
- Don't walk home alone when it is dark. Avoid areas that are badly lit, like parks and bridges.
- Pre-book a licensed taxi or know the locations of official taxi ranks. Never get into someone's car if you are not sure they are a real taxi.



- Don't make it easy for a potential thief to help themselves to your belongings!
- Make sure you have contents insurance, or travel insurance that covers you for theft.
- Don't leave cash, jewellery, or other valuables lying around. Keep them out of sight, or in a safe place.
- Don't use your phone in an empty street or park, or late at night. Remember – texting can distract you from what is going on around you!
- If you have a bike, invest in a good quality lock and helmet and use them.

SOCIAL ACTIVITIES

⚽ We will organise interesting activities and outings for you while you are in Dublin. Taking part in social activities is a great way to make new friends and to practice English outside the classroom.

☰ We offer a minimum of 3 social activities per week and 2 Study Clubs. We publish a new social activity programme which is displayed on the Social Activities board in the Reception area.

☰ SOCIAL ACTIVITIES SAMPLE

SOCIAL ACTIVITIES WEEKLY CALENDAR

MON	TUE	WED	THU	FRI	SAT	SUN
CATCH UP WITH YOUR FRIENDS AFTER THE WEEKEND ON TEA OR COFFEE TIME: STUDENT LOUNGE	CV CLINIC GET HELP & ADVICE TO BUILD YOUR CV ALL LEVELS WELCOME TIME: 12.30 PM ROOM 1	FILM CLUB Come and relax and watch a movie! TIME: 12.20PM ROOM 5	CHESTER BEATTY LIBRARY WORLD CULTURES WITH HOLDINGS OF MANUSCRIPTS, RARE BOOKS, AND OTHER TREASURES FROM EUROPE, THE MIDDLE EAST, NORTH AFRICA AND ASIA TIME: 12.30PM MEET AT RECEPTION	EXAM CLINIC IELTS INFO: Find out everything you need to know about the IELTS All Levels Welcome TIME: 12.30 PM ROOM 1	BRAY CLIFF WALK A lovely walk along the coastal road between Bray and Greystones BRAY	FARMERS MARKET DUN LAOGHAIRE TIME: 11AM – 4PM PEOPLE'S PARK

WEEKLY RECOMMENDATIONS
 Ireland vs Wales
 6 Nations 14:15

YOUNG OFFENDERS

WEEKEND TRIPS — Ask at reception for more info!
 Get away for the weekend and see what else Ireland has to offer!

SHARE YOUR NCG EXPERIENCES!
 #ncglife
 #newcollegedublin

TO SIGN UP FOR ACTIVITIES, PLEASE SIGN YOUR NAME ON THE SHEET ON THE BOARD AT THE RECEPTION.

PROBLEMS & COMPLAINTS

At NCG we aim to provide the highest quality service, and we want you to be happy whilst you are studying with us. We understand that sometimes a student might feel unhappy with something in the College.

We want to help put this right as soon as possible. To help us to do this, please follow these steps:

1. Classes

If you have a problem with your class, please speak to your teacher.

2. Accommodation

If you have a problem with your accommodation, please speak to the accommodation manager.

3. Anything else?

If you have any other problem, please speak to a member of the staff in the office, they will ensure your problem is solved as soon as possible.



BEHAVIOUR

We will do all we can to help you have a good time while you are in Dublin.

However, if our host families, teachers or social organisers have any problems, they will tell us and we will report any bad behaviour to your parents/guardians/agent and /or action may need to be taken in line with our disciplinary procedures.

ANY SERIOUS PROBLEMS, SUCH AS SHOPLIFTING, TAKING DRUGS OR UNDER-AGE DRINKING WILL RESULT IN YOU BEING EXPELLED FROM NCG IMMEDIATELY

! PLEASE NOTE: Under 18 year olds are not allowed to buy cigarettes or tobacco products in Ireland. Our school operates a strict no smoking policy on the school premises.

! PLEASE NOTE: Smoking is banned in all enclosed public places in Ireland. This means you CANNOT smoke in work places, banks, pubs, restaurants, schools and other public buildings.

! PLEASE NOTE: Smoking e-cigarettes or vaping is also banned inside most public buildings such as restaurants, shopping centres, banks, pubs, schools and other public buildings. Check with the establishment before you vape.



DISCIPLINARY PROCEDURES

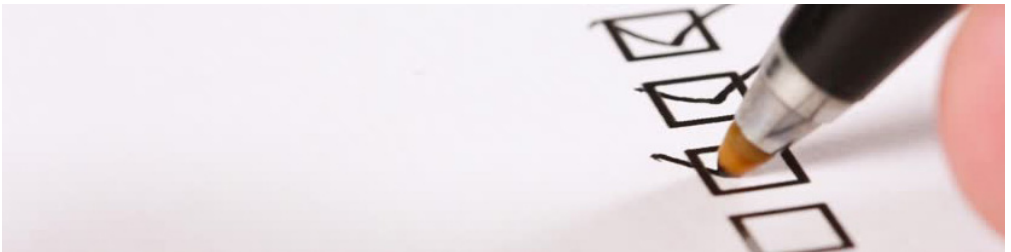
Caution	Actions	Results
1st warning - Verbal	<ul style="list-style-type: none"> • Frequent lateness • Overuse of socially inappropriate language • Disrespectful behaviour towards teachers/activity leaders/school staff and fellow students • Disrespectful behaviour towards host families or accommodation staff • Attendance below 85% • Breaking accommodation rules (e.g. curfews, smoking, etc.) 	<ul style="list-style-type: none"> • Students will have to explain his/her actions to the Operations Manager or Director of Studies and students will be given a warning • Students may be excluded from class during that day
2nd warning - Written	<ul style="list-style-type: none"> • Repetition of action constituting 1st warning • Deliberate acts of damage and/or vandalism • Verbal and/or physical abuse towards teachers/activity leaders/school staff and fellow students • Verbal and/or physical abuse towards host families or accommodation staff 	<ul style="list-style-type: none"> • Students will be given a written warning. For students under 18 y/o, the warning will also be sent to his/her parents • Students may be refused a certificate at the end of his/her course
3rd warning - Expulsion	<ul style="list-style-type: none"> • Repetition of action constituting 2nd warning • Theft • Consumption of illegal substances • Any other illegal act 	<ul style="list-style-type: none"> • Students will be refused a certificate at the end of his/her course • Students under 18 y/o will be sent home at their parents/guardian expense • Over 18 y/o students will be removed from school (and accommodation if applicable) • Visa authorities will be notified (if applicable)

ATTENDANCE

**YOU HAVE TO ATTEND ALL YOUR CLASSES EVERY DAY,
ALL THE TIME WITH NO EXCEPTIONS!**

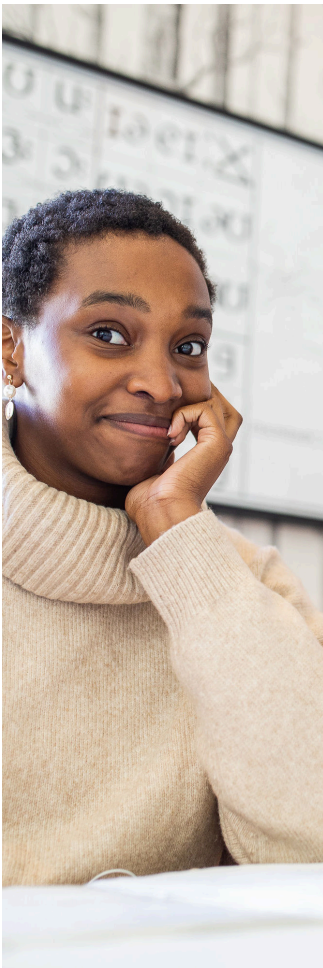
Why is my attendance so important?

- If you come from a country that requires a visa to stay here in Ireland, you are required to apply for a Student Visa.
- Students who have a visa must sign into class every day.
- Visa required students must attend a minimum of 85% of their course and holidays must be approved by the Principal or the Director of Studies.
- If your attendance falls below 85%, NCG is obliged to inform the immigration services of this and you will receive a warning. You may receive up to 3 attendance warnings and if your attendance does not improve, you may be eligible for expulsion.
- If you are sick, you may receive approved absence only if you visit the doctor and bring a medical certificate from the doctor to a member of NCG staff.
- For both visa and non-visa required students, it's important to attend all of your classes. This helps you to meet your learning goals and doesn't cause disruption to your studies.
- NCG make sure that we have a great environment and excellent teachers, to make sure that you succeed – so we need you to work hard, and attend all your lessons, on time!

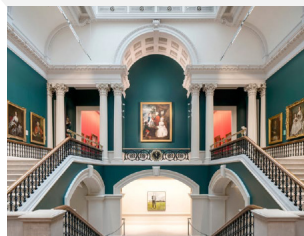


YOU MUST MAKE SURE THAT:

- You are always on time.
- You set your alarm every night and make sure you have enough time to get ready and travel to the college.
- You arrive at least 5 minutes before your class starts.
- You attend all your classes.



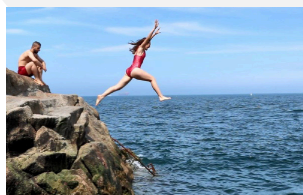
22 THINGS TO DO IN DUBLIN



Take a trip to the National Gallery of Ireland to see the collection of international and Irish paintings and sculptures. Can you find the paintings of Picasso, Caravaggio and Monet?

Step into Kilmainham Gaol!

Step into Kilmainham Gaol, Ireland's most infamous prison in which some of Ireland's most high profile political and military leaders were held captive.



Go for a swim at the Forty Foot! Join the locals 365 days a year in swimming in the fresh waters of the Irish Sea! The Forty Foot is the most popular swimming destination in Dublin and was made famous in James Joyce's book, Ulysses.

Visit Croke Park and GAA museum

Croke park is the largest stadium in Ireland and has played an important role in Irish sport and history. The GAA museum is devoted to the history of the Gaelic Athletics Association, is interactive and has a lot of memorabilia to look at.



Visit a flower-filled Merrion Square in the city centre. You can find the iconic statue of Oscar Wilde

Visit the largest cathedral in Ireland

Christ Church Cathedral was first built in 1028 and has survived many wars and battles, including the Vikings. It's a must-see and why not visit the interactive museum Dublinia beside it to get the full Viking Experience.

Enjoy fish and chips in Howth

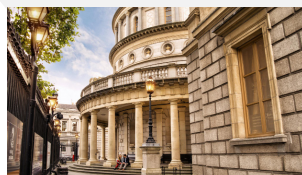
Howth is a seaside fishing village in the North East of Dublin. Howth is famous for its seafood restaurants and is the ideal place to enjoy some fish and chips by the sea. There are also some lovely places to walk with beautiful views. You can get the DART from Dun Laoghaire directly to Howth.



Take a stroll down the East and West pier in Dun Laoghaire

Taste international cuisine at the Sunday Market

Every Sunday, the People's Park in Dun Laoghaire transforms into a hub of international food, organic produce, handmade gifts and music.



Learn all about Ireland's history at the National Archaeology Museum of Ireland.

Discover gold, bog bodies, ceramics, glass, Viking artefacts as well as many other archaeological objects found in Ireland and around the world.



Take a hike up Killiney Hill and admire the beautiful views of Dublin Bay.

James Joyce Tower & Museum

The tower is the setting of James Joyce's masterpiece Ulysses and proudly houses the James Joyce Museum, which boasts a unique and wonderful collection of Joycean memorabilia.

Visit the state-of-the art Dun Laoghaire Library

Browse through over 80,000 books and journals, visit the latest exhibition or use the modern facilities to do some study.



Try Teddy's Ice Cream! Teddy's is the oldest Ice Cream shop in Dublin and first opened in 1950! Try the traditional 99 and enjoy while strolling beside the sea!

Step into the literary world at the Dublin Writers' Museum

Situated in a magnificent 18th century mansion in the north city centre, the collection features the lives and works of Dublin's literary celebrities over the past three hundred years.

Step back in time at Dublin Castle

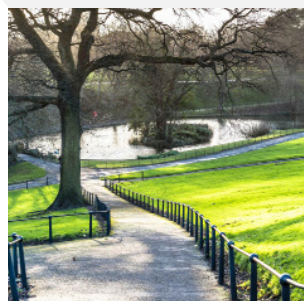
Dublin Castle served for centuries as the headquarters of English, and later British, administration in Ireland. It is now a major government complex and a key tourist attraction.



Follow the coastal cliff walk trail from Bray to Grystones.

Discover the history of Dublin in 30 minutes in Little Museum of Dublin

Telling the stories of Dublin – from the Vikings to U2 – the museum is housed in a Georgian mansion in the very centre of the city.



Stroll around the 19th century city centre Stephen Green park and even feed the local ducks!

Explore Phoenix Park, Europe's largest city centre park

Cycle, run or walk around the park and pass by Aras an Uachtairain, the President's house. Visit the local wildlife including deer or take a trip to Dublin Zoo to meet exotic animals from all over the world.

Take the Talking Statues tour

Discover the story behind some of the most well-known statues in Dublin City in this interactive walking tour of Dublin.



Embrace the arts at the Pavilion Theatre. From plays to concerts to ballets to movies, the Pavilion Theatre Dun Laoghaire has a programme all year round at affordable prices.

