



emerald®
cultural institute

Experience Tradition, Embrace Innovation

Student Handbook



emerald@eci.ie
www.eci.ie



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Welcome



Welcome to Emerald Cultural Institute

Emerald Cultural Institute started in 1986. We have nearly 40 years of experience teaching English and organising cultural programmes. We have helped over 100,000 students from more than 60 countries to learn English. Countries include Brazil, Mexico, Argentina, China, France, Italy, Poland, Germany, Turkey, Russia, Taiwan, Japan and Spain. Our students have different levels of English, interests, and goals.

Our main school is in Dublin. We also have summer schools in Dublin and the UK. We offer different English courses for students of all ages. Our schools have modern classrooms and good facilities to help students learn in a fun and useful way.

At Emerald, we help you learn English and use it every day. Our classrooms are designed for students to work together and enjoy learning.

Our mission statement:

'People are at the heart of what we do. We provide a transformative educational and cultural experience within a positive, nurturing environment where both students and staff can grow and prepare to meet their personal and professional goals.'

Our friendly staff and teachers offer fun and useful English courses. The courses have weekly goals and tests. This helps you see how much you are learning and understand your progress step by step.

Our school is recognised by EAQUALS and QQI.

Key Words

Experience – knowledge and skills from doing something for a long time

Facilities – buildings, rooms, and tech for learning

Progress – getting better at something over time

Transformative – changing something in a big and important way

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About Emerald Cultural Institute: General Services and Facilities

Palmerston Park

Main Building Ground Floor:

Reception

Classrooms 1, 2, 3, 5, 6, 7, 14, 15

Toilets

Garden Building Ground Floor:

Student Welfare Office and Social

Programme notice board

Classrooms 16, 17, 18

Coffee Bar/Canteen

Toilets

Main Building First Floor:

Classrooms 8, 10, 11

Self-study room (room 9)

Toilets

Main Building First Floor:

Classrooms 19 - 25

Tutorial Rooms

Toilets

Main Building Second Floor:

Administrative & Academic Offices

About learning a language with us



01 Based on real life language

You will work towards weekly and daily language goals. Our syllabus is competence based which means the focus is on using developing skills to effectively use the language in real-life contexts.



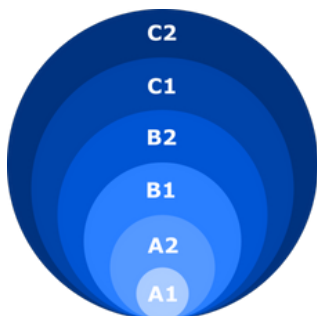
03 Supported language use

We start where you are and with your interests! And then we build your language skills from there, supporting you until you can confidently use the target language area.



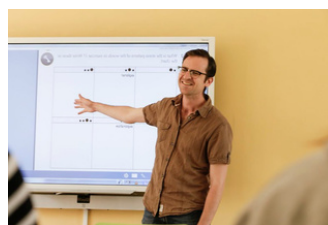
05 Aligned to the CEFR

We align our syllabus with the CEFR so students can track progress, hit global language goals, and confidently communicate.



02 Grammar in context

Instead of teaching grammar or vocabulary in isolation, we focus on practical outcomes. We focus on tasks relevant to your own goals and everyday interactions.



04 Learner centred

We encourage learner autonomy and focus on individual needs, goals, and learning styles. We prioritise active participation and give personalised support in class.



06 FUN!

We make language learning fun because we understand best how to help you reach your language goals. A positive, nurturing environment reflects our mission statement: people are at the heart of what we do.

Key Words

Goals: Things you aim to achieve, like learning a new language.

Skills: Abilities you develop, like speaking or writing in a language.

Support: Help or guidance given to students to improve their learning.

Participation: Actively joining in class activities and discussions.

About your typical day and week



This guide shows what usually happens on your first day at our Dublin centre. It may be a little different depending on your course and centre.

8:50	Meet with Student Welfare Officer, academic team and receive student welcome pack
9.am	Meet your teacher and begin your first English class
9-11am	English class 1 (language in context)
11-11.30am	Break
11.30-1.30pm	English class 2 (skills)
1.30pm	Lunch
2.00pm	Information Session/City Orientation

At Emerald, we operate a rolling enrolment system, which means students join classes throughout the year. You may find classmates starting and finishing at different times – this is completely normal! Our classes are designed to help everyone feel included and make progress, no matter how long you're staying. We encourage you to participate fully, support one another, and enjoy learning in our diverse, international environment.

Typical week



Monday

If this is your first week you may join the City Centre Orientation. Also take a look at what else is on offer for afternoons on the Events programme.



Tuesday

Some students have intensive afternoon courses*. If not, join in our social programme!



Wednesday

Some students have intensive afternoon courses. If not, join in our social programme!



Thursday

Some students have intensive afternoon courses. If not, join in our social programme!



Friday

See our social programme for a fun afternoon activity!

* Afternoon courses usually run on Tuesday, Wednesday and Thursday, from 2.15pm-4.15.

The Social and Cultural Programme schedule is available at the student welfare desk, you can find out there how to enrol on afternoon and weekend events,

About our Academic Programmes

01



The Course | What will I learn

In our courses, you will have two teachers. In the first lesson, you learn about a weekly theme and how to use the English language. After a break, the second lesson focuses on language skills. We use a course book and other materials.

02



Where? | Which classroom?

Your morning lessons are always in the same classroom. If you have afternoon lessons, a teacher will come to your classroom on your second day to tell you when and where they are, or the Receptionist will tell you at lunchtime.

03



What do I need? | Course book and GELnet access

You can buy the course book on your second day in the academic office before 9am. Your course book has a code for online access. Your teacher will give you information about GELnet (online learning).

If your lesson is online, you will receive full support, including access to digital materials and a Zoom link from your teacher.

04



What else? | Help and support

The Academic office is open daily from 8.30 – 5.00. The events and welfare team are on the ground floor of the garden building. We have a great social and cultural programme. There is a canteen/coffee bar in the garden building and a beautiful garden to relax in during your break or lunch.

05



After your course | Student and certificates

At the end of your course, your teacher will give you a report with your progress in listening, speaking, reading, and writing. You will also receive an Emerald certificate with your name, course dates, and level. If you need an extra letter, report, or a change to your certificate, tell the Director of Studies one week before your course ends.

Key Words

Certificate – An official paper to show what you learned.

Teacher – A person who helps you learn.

Lesson – A time when you study with a teacher.

Report – A paper with your test results and progress.



Academic support and school rules



School Holidays

The school is **closed** on public holidays:

- St. Brigid's Day, St. Patrick's Day, Easter Monday, 1st Monday of May, June, August, Last Monday of October.
- Two weeks at Christmas.

Changing Levels

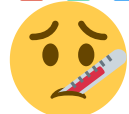
To change class level:

- Talk to your teachers if your class is too hard or too easy.
- You need both teachers' approval and you may need to take a level test.



Sick Leave

- Email the Student Welfare Officer on the first day and every day you are absent (studentwelfare@eci.ie).
- Bring a doctor's note when you return. No doctor's note = absence affects your attendance record.



Being on Time and Attendance

- Come to class on time and join activities.
- If you are 15+ minutes late or leave 15+ minutes early, you will be marked absent.
- Attendance is compulsory. Your teacher will record attendance daily. If you miss too many classes, you may not receive a certificate.
- Non-EU students must maintain 85% attendance to meet visa requirements. The school will report low attendance to the Irish Immigration Bureau (INIS).



Eating, Drinking & Smoking

- No eating or drinking in class (unless teachers allow it).
- No smoking inside the school (this is the law).



Bullying & Harassment

- Everyone must be treated with respect, no bullying, harassment, or intimidation.
- Read the Student Code of Conduct for more details (ask the Academic Team).



Change of address

- If you change your address while studying, inform the school immediately. Non-EU students must also update their address with immigration authorities.



Holidays

You may request a holiday, but you must follow these rules and contact the Admissions Department:

- Minimum holiday length: 2 weeks.
- Must be booked at least 2 weeks in advance.
- Cannot take holidays during the first 8 weeks of your course (non-EU students).



Internet Policy

- Students should use the school's internet responsibly. Downloading movies, music, or books illegally is not allowed.



Key Words

Holiday – A day when the school is closed

Sick – Not feeling well

Respect – Being kind to others



About Assessment



Pre-Course Assessment

Before starting, adult students take an online test (grammar, vocabulary, and comprehension) and a short speaking test online.

In-Class Assessment

Every Friday, students take a test. Skills like listening, speaking, reading, and writing are tested over four weeks. Progress can be checked on GEL (Guided E-Learning Platform).

End-of-Course Reports & Certificates

At the end of the course, all students get a certificate with their name, course dates, and language level (A1–C1+). Reports include test results, attendance, and teacher comments. See below to learn what each level means.

The CEFR

Can do statements	
C2	Can understand virtually all types of texts. Can summarise information from different oral and written sources, reconstructing arguments and accounts in a coherent presentation. Can express themselves spontaneously, very fluently and precisely, differentiating finer shades of meaning even in more complex situations.
C1	Can understand a wide range of demanding, longer texts, and recognise implicit meaning. Can express themselves fluently and spontaneously without much obvious searching for expressions. Can use language flexibly and effectively for social, academic and professional purposes. Can produce clear, well-structured, detailed text on complex subjects, showing controlled use of organisational patterns, connectors and cohesive devices.
B2	Can understand the main ideas of complex text on both concrete and abstract topics, including technical discussions in their field of specialisation. Can interact with a degree of fluency and spontaneity that makes regular interaction with users of the target language quite possible without imposing strain on either party. Can produce clear, detailed text on a wide range of subjects and explain a viewpoint on a topical issue giving the advantages and disadvantages of various options.
B1	Can understand the main points of clear standard input on familiar matters regularly encountered in work, school, leisure, etc. Can deal with most situations likely to arise while travelling in an area where the language is spoken. Can produce simple connected text on topics which are familiar or of personal interest. Can describe experiences and events, dreams, hopes & ambitions and briefly give reasons and explanations for opinions and plans.
A2	Can understand sentences and frequently used expressions related to areas of most immediate relevance (e.g. very basic personal and family information, shopping, local geography, employment). Can communicate in simple and routine tasks requiring a simple and direct exchange of information on familiar and routine matters. Can describe in simple terms aspects of their background, immediate environment and matters in areas of immediate need.
A1	Can understand and use familiar everyday expressions and very basic phrases aimed at the satisfaction of needs of a concrete type. Can introduce themselves and others and can ask and answer questions about personal details such as where someone lives, people they know and things they have. Can interact in a simple way provided the other person talks slowly and clearly and is prepared to help.

About our social programme

See below for a sample week. Check our website or see the Social Programme board for more up to date details of our schedule.

Mon



City tour

Meet other students and get to know Dublin!

This is strongly encouraged for any new students. Our Student Welfare Officer will give you information about this when you arrive on Monday morning.

Tue



Coffee?

Coffee and conversation, or a film?

Film club, board games, or coffee and conversation. There is also a practical workshop every Tuesday afternoon covering topics such as job searching, finding accommodation, or applying for immigration permission.

Wed



More fun

Irish culture quiz or Irish food tasting!

On Wednesdays sample events include: Irish Culture Quiz, Irish Snack Testing, or practical workshops such as improving your CV and job search tips.

Thur



Tourist experiences

Local museums or a cinema afternoon!

Sample tours on Thursdays include The National Museum of Ireland, the National Gallery or the Irish Museum of Modern Art. We also host cinema afternoons in the school!

Fri + weekend



See more of Dublin...

...and beyond!

Sample trips and events of Fridays include Escape Rooms, The Guinness Storehouse and The Book of Kells.

On Saturdays you can see more of Ireland with our full day trips. You can visit places such as Glendalough, the Cliffs of Moher, Galway, and Cork.

Key Words

Event – A planned activity for students.

Trip – A short travel to visit a place.

Sign up – To put your name on a list to join.

About life in Ireland



Moving to a new city is exciting but can be difficult. We are here to help you settle into life in Dublin. Our team can help with finding a place to live, using buses and trains, opening a bank account, and getting healthcare. We also give advice on shopping, costs, and local services.

The student support team can answer your questions about travel, phone plans, and meeting new people. We also share news about local events and activities so you can enjoy your time in Dublin.

Key Words

Support – Help and advice.

Transport – Buses, trains, and other ways to travel.

Accommodation – A place to live

Practical Information

Leap Card (Transport Card)

The Leap Card is used for buses, trams (Luas), and trains (DART) in Ireland.

- Students staying 6+ months: You can buy a Student Leap Card online at www.leapcard.ie.
- Students staying less than 6 months: You can buy an Adult Leap Card.
- You can buy an adult Leap Card during the city orientation on your first day or order a Young Adult Leap Card online if you are under 25.

We will help you buy a Leap Card during your city tour on your first Monday.

SIM Cards

You can buy **pre-paid SIM** cards for your phone from Vodafone, Meteor, 3, or Tesco Mobile. These are available in many shops, including Grafton Street and Dundrum Town Centre.

Electricity/adaptors

- Ireland uses 220V electricity and three-pin plugs.
- You can buy adaptors at the airport or in shops like Boots (Dundrum & city centre).

Currency

- The currency in Ireland is the Euro (€) and most shops accept credit cards.
- For help opening a bank account, ask the Welfare Officer.

An Post

- See www.anpost.ie for details or visit your local post office.

Key Words

Card – A small plastic ticket for transport.

SIM – A small chip for your phone.

Adaptor – A tool to fit different plugs.



About life in Ireland:

Public Transport in Dublin

Luas (Tram)

- Two lines: Red and Green.
- Closest stop to ECI Palmerston Park: Cowper (Green Line).
- Buy tickets or top up your Leap Card at any stop.
- Student tickets available (carry your Student Travelcard).
- Trams run every 5 minutes at busy times.
- More info: www.luas.ie.

Dublin Bus

- Blue & yellow buses (double-decker and single-decker).
- Pay with Leap Card or exact coins (no change given).
- Runs daily from 06:00 to 23:30 (Sundays from 10:00).
- Nitelink buses on Friday & Saturday from midnight to 04:00.
- Check times on www.dublinbus.ie or the Dublin Bus App.
- Text your bus stop number to 53503 for next bus times (Irish networks only).

DART (Train)

- Runs along the coast from Greystones (Wicklow) to Howth/Malahide (Dublin).
- Cheap fares & great sea views!
- Runs every 10–20 minutes.
- More info: www.irishrail.ie.

Taxis

- Easy to find in Dublin.
- Get price estimates: www.worldtaximeter.com/dublin.
- Use the mytaxi app to book a taxi.
- Terenure Taxis: +353 1 490 1111.
- Ask for fixed fares to/from the airport.
-

Key Words

Tram – A fast train that runs on streets.

Bus – A large vehicle for many passengers.

Taxi – A private car you pay to travel in.



About life in Ireland:

Things to do in Dublin

Free things to do

Dundrum Town Centre: For shopping, eating out and cinema www.dundrum.ie

Irish Museum of Modern Art www.imma.ie

Hugh Lane Gallery www.hughlane.ie

Chester Beatty Library www.cbl.ie

Whitefriar church - containing the remains of St Valentine www.whitefriarstreetchurch.ie

Dublin libraries, including Rathmines and Dundrum www.dublincity.ie

Suggestions for scenic walks, within a short train /bus journey of Dublin City

Marlay Park, Rathfarnham, Dublin 14 Beautiful park which also holds markets and concerts.

Dún Laoghaire Victorian Harbour Town.

Dalkey Quaint fishing village 30 minutes south of Dublin City.

Bray & Greystones Victorian seaside resort & coastal walk.

Howth Beautiful coastline fishing village just outside of the city.

City Centre Parks & Squares –pockets of calm in the city centre

St. Stephen's Green See the ducks and swans, enjoy a walk.

Merrion Square See the Oscar Wilde statue, enjoy a walk and visit the Thursday markets.

Trinity College Dublin Beautiful campus grounds.

Phoenix Park One of the largest urban parks in Europe, home to Dublin Zoo and wild deer.

Meeting House Square, Temple Bar Traditional farmer's market Saturday morning.

Evening Activities & Leisure Centres

Swimming: Swan Leisure Centre (Rathmines) www.swanleisure.ie There are many leisure and fitness centres located close to our schools, including FlyeFit in Ranelagh, David Lloyd and UCD in Clonskeagh.

Cinemas: Dundrum and Stillorgan www.movies-at.ie/dundrum/. In the city centre the Savoy on O'Connell Street and Cineworld on Parnell Street.

Irish music & dance shows can be seen free of charge at the Arlington Hotel or with dinner at the Merry Ploughboys pub. Riverdance, the world-renowned show of Irish music and dancing can be experienced in Dublin in The Gaiety Theatre (St. Stephen's Green), during the summer months.

Please contact your Student Welfare Officer for more information. Ticket prices for many of the



About life in Ireland:

Food, sport and shopping in Dublin

Irish Seafood

- Ireland has great seafood! If you can't visit Clare for chowder, go to Howth for fresh fish & chips at Beshoffs.

Irish Sports

- Watch Gaelic Football, Hurling, or Rugby—all very exciting!

Shopping

- Need clothes or forgot something? Penneys is Ireland's cheapest department store with great prices!
- Other places to shop include Grafton Street, Dundrum Town Centre www.dundrum.ie, Ilac Shopping Centre www.ilac.ie, Powerscourt Town Centre www.powerscourtcentre.com, and George's Street Arcade www.georgesstreetarcade.ie. Opening times vary but Thursday is usually late opening.
- Food shopping - there are many supermarkets, including Dunnes, Supervalu, Lidl, Tesco and Aldi.

Irish Breakfast

- Try a full Irish breakfast before you leave! It includes black & white pudding, sausages, eggs, rashers, and potato farls.
- Famous spots: Bewleys or Avoca Café near Trinity College.

Museums & Galleries

- Ireland's National Museums & Galleries are free and amazing!
- Check out smaller galleries too—like the Gallery of Photography in Temple Bar.

Cafés & Restaurants

- Butlers Chocolate Café – Great cappuccinos & hot chocolate (with a free chocolate!).
- Avoca – Best Irish pastries.
- Hard Rock Café (Fleet Street) & Eddie Rockets – Fun places to eat!

Nice Areas to Visit

- Rathmines, Rathgar, & Ranelagh – Beautiful places near the school with cafés, bars, and restaurants.

Key Words

Breakfast – A meal in the morning.

Seafood – Food from the sea (fish, prawns, etc.).

Gallery – A place to see art



About life in Ireland:

Dublin's pubs

Dublin is famous for its pubs and live music. Many pubs have traditional Irish music during the week. Some popular city centre pubs are O'Donoghue's, The Auld Dubliner, The Brazen Head, McDaid's, and O'Neill's.

In **Rathmines**, a lively student area, Mother Reilly's is a favourite pub for Emerald students. **Ranelagh** is another great neighbourhood, full of Irish character, music, and dance. If you want to explore Dublin's busiest nightlife, **Temple Bar** is well known for its bars and restaurants. Pubs sell both alcoholic and non-alcoholic drinks and often serve food and snacks. It is impolite to stay in a pub without buying something.

Pub Rules

- You must be 18 or over to buy or drink alcohol.
- If you are under 18, you cannot enter a pub after 9 pm.
- Always respect pub staff and other customers.

Many pubs also serve food, and you can also check out many of Dublin's cafes and restaurants. Or see **justeat.ie** for delivery options.

Key Words

Pub – A place to buy drinks and enjoy music.

Live music – Music played by musicians in a pub or bar.

Non-alcoholic – A drink with no alcohol.

Snack – A small amount of food.

Lively – Full of energy and activity.

About life in Ireland: Law & Safety



Law & Safety in Ireland

- **Alcohol:** You must be 18 to buy or drink alcohol. It is illegal to buy alcohol for someone under 18 or to drink and drive. Always drink responsibly and plan your way home.
- **Smoking:** Smoking is banned indoors in public places, but some bars have outdoor smoking areas.
- **Drugs:** Using or carrying illegal drugs leads to serious punishment.
- **Pickpockets:** Keep your wallet, phone, and valuables safe. Do not carry large amounts of cash or your passport. If something is stolen, report it to the Gardaí (police).
- **Shoplifting:** Stealing from shops leads to arrest and possible prosecution.
- **Weapons:** Guns, knives, and other weapons are illegal and can lead to arrest and imprisonment.
- **Cycling & Road Safety:**
 - **Cycle safely:** Use bike lanes, wear a helmet and lights, and be alert.
 - **Road rules:** In Ireland, cars drive on the left—always look both ways before crossing.

Key Words

Insurance – A plan that helps pay for medical care.

Doctor – A person who helps when you are sick.

Hospital – A place for serious medical care.

Pharmacy – A shop where you get medicine.

Extras and essentials

Moving to Dublin is an exciting experience, but it's important to plan for daily life. This section will help you with finding accommodation, getting a job, understanding taxes, and preparing your CV. Whether you are looking for a short-term place to stay or a full-time job, we will guide you through the key steps to make your move easier

Living and working in Dublin

Finding Accommodation in Dublin

Looking for a place to live in Dublin? Here are some useful tips to help you find the right accommodation.

Where to Look

For the latest house, apartment, or room listings, visit www.daft.ie or www.rent.ie. You can also check the Student Noticeboard for shared accommodation posted by other students.

Things to Consider

- **Location** – Check bus routes and Luas (tram) lines to see if the accommodation is close to your school or job.
- **Your Needs** – Do you need Wi-Fi, digital TV, an electric shower, a washing machine, or a dishwasher? Do you prefer a smoking or non-smoking house? You can filter your search online to match your needs.
- **Budget** – Rent is usually paid monthly. You will likely need to pay one month's deposit plus the first month's rent before moving in.
- **Lease (Contract)** – You may have to sign a lease before moving in. Read it carefully and check how much notice you must give if you want to move out.
- **Condition of the Room** – Before moving in, check the room with the landlord. Report any damage so you don't get blamed later. Never rent a place before visiting it!
- **Bills** – Ask if rent includes bills like Wi-Fi, electricity, gas, water, and waste collection.
- **Housemates** – Think about who you want to live with. Are they students or professionals?

Emerald has special rates with some hotels and B&Bs. Ask the Welfare Officer for more information.

Key Words

Rent – Money you pay to live in a house or apartment.

Deposit – Extra money you pay before moving in (usually one month's rent).

Lease – A contract you sign to rent a place.

Bills – Money you pay for electricity, water, internet, etc.

Landlord – The person who owns the house or apartment you rent.

Job – Work you do to earn money

CV – A document with your work and education history

Tax – Money you pay to the government from your wages

PPS number – A personal number needed to work in Ireland

Wages – The money you earn from your job

Extras and essentials: Finding a Job



The best way to find a job in Ireland is online. Websites like www.jobs.ie and www.irishjobs.ie have many full-time and part-time jobs. You can also check newspapers, shop windows, and noticeboards for job ads. When applying, check if the job needs experience and if you need an Irish bank account to receive payment. Wages are usually paid weekly, every two weeks, or monthly, and everyone must be paid at least the minimum wage.



To work in Ireland, you must have a **PPS number** (Personal Public Service number). This number lets you work legally and pay tax. You can apply for a PPS number through the Department of Social Protection (www.welfare.ie) or call 01 874 8444. Our Student Welfare Officer can help you with the documents and show you where to go. If you don't register for tax, you may have to pay emergency tax, which is higher.



Even for casual jobs, you need a CV (Curriculum Vitae). Your CV should include your name, contact details, past jobs, and qualifications. Keep it short and clear. Emerald Cultural Institute offers CV and interview preparation seminars to help you. Check the Social Programme noticeboard or ask the Student Welfare Officer for the next session. Our Student Welfare Officers can also help you prepare your CV in English.

Extras and essentials

At Emerald Cultural Institute, we offer a range of practical skills workshops to support students in their language learning journey and daily life in Ireland. These workshops are designed to help you develop essential skills for both academic and personal success.

Practical Skills Workshops

CV and Job Application Writing – Learn how to create an effective CV and cover letter, and get tips on applying for part-time jobs in Ireland.

- Interview Preparation – Practice answering common interview questions and improve your confidence in a professional setting.
- Banking and Financial Awareness – Get guidance on opening a bank account, managing your finances, and understanding taxation in Ireland.

Workshops are scheduled regularly, and students are encouraged to participate. For more details, please contact the Student Welfare Officer or check the student noticeboard.

Refunds

If you cancel 14 or more days before your course starts, you will receive a refund minus the €200 deposit. If you cancel 7-13 days before, you will receive 50% of the course fees. No refund is given for cancellations less than 7 days before arrival. Refunds are processed within 15 working days.

For visa refusals, we will refund all prepaid fees minus €200 for administration costs, but you must provide written proof from the Embassy.

Once your course has started, no refunds are given. If you extend your course to obtain a visa extension, you cannot cancel that extension or receive a refund.



Visa and Immigration Rules (for Non-EU Students)

If you are staying for more than 90 days, you must register with INIS (Irish Naturalisation and Immigration Services) before your arrival stamp expires. The Student Welfare Officer will help you with this process.

To register, you need:

- A School Immigration Letter
- Proof of tuition fee payment
- Health insurance
- Proof of sufficient funds

Working in Ireland

Non-EU students enrolled in Academic Year Programmes (25+ weeks) can work:

- Up to 20 hours per week during term time.
- Up to 40 hours per week from 15 December – 15 January and June – September.

To work legally, you need a PPS number (Personal Public Service Number), which you can apply for once you have a job offer.

Examination Requirement

Non-EU students must take an approved English exam (e.g., Cambridge, Oxford, IELTS, TIE, Trinity ISE). A €140 exam deposit is required when enrolling.

Key Words

Attendance – Being present in class; students must attend regularly.

Immigration – The process of registering to stay in a country for study.

Accommodation – A place where students live, such as a host family or residence.

Emergency – A serious situation that needs immediate help, like a fire or accident.

Transport – Ways to travel around, such as buses, trains, and trams.



Institute Responsibilities for Non-EU/EEA Students Requiring Entry Visa and/or Immigration Permission

Emerald Cultural Institute is committed to supporting non-EU/EEA students in understanding and complying with Irish immigration requirements. Our responsibilities include:

- Pre-Arrival Guidance – Providing clear information on visa requirements, application processes, and necessary documentation before students travel to Ireland.
- Induction & Immigration Briefing – Offering a dedicated workshop for non-EU/EEA students upon arrival to explain visa conditions, attendance requirements, and renewal processes.
- GNIB/IRP Assistance – Guiding students on how to register with the Irish Naturalisation and Immigration Service (INIS) and obtain their Irish Residence Permit (IRP).
- Attendance Monitoring & Compliance – Ensuring students meet the required attendance levels and advising them on the consequences of non-compliance with visa regulations.
- Ongoing Support & Resources – Providing continued assistance with visa renewals, work permissions, and any changes in immigration policies.

For further immigration-related queries, students are encouraged to contact our Visa & Immigration Support team or visit the official INIS website: www.inis.gov.ie

For additional support, please reach out to the Student Welfare Officer or visit the main office. We are here to help you make the most of your time at Emerald Cultural Institute.

Extras and essentials

An Garda Síochána is Ireland's national police service. The nearest Garda station to our school is: Rathmines Garda Station, 196 Rathgar Road, Rathmines, Dublin 6, D06 YW20, +353 1 666 6700

Emergencies

For fire, ambulance, or police, call 112 or 999.

ECI Emergency Number (Out of Hours): +353 86 811 2047

See page 23 for more details.

Health Information

EU Students: If you're from an EU country, bring your European Health Insurance Card (EHIC).

Non-EU Students: If you need a visa to study in Ireland, you must have medical insurance. This insurance must be valid for your entire stay. You need to provide full details of your policy in English to the Irish Naturalisation and Immigration Service (INIS) when applying for your visa.

If you don't have health insurance before arriving, you can buy it after starting your lessons at Emerald Cultural Institute (ECI). ECI offers a group medical insurance policy for €120 (price may change) for coverage up to one year. For more details, contact the Admissions Office at bookings@eci.ie or call +353 1 497 3361.

Medical Information

Doctor – Appointment Required

- **Rathgar Medical Practice**
 - 150 Rathgar Road, Dublin 6
 - Phone: +353 1 497 7106
 - Website: www.rathgarmedicalpractice.ie
 - Cost: €50 - €60

Hospitals

- St. Vincent's Hospital – +353 1 221 4000 | www.stvincents.ie
- Blackrock Clinic – +353 1 283 2222 | www.blackrock-clinic.ie

Pharmacies

- Roche's Pharmacy, Rathmines – +353 1 497 2693
- Rathgar Pharmacy – +353 1 497 0046

Key Words

Insurance – A plan that helps pay for medical care.

Doctor – A person who helps when you are sick.

Hospital – A place for serious medical care.

Pharmacy – A shop where you get medicine.

Extras and essentials



Health and Safety (for Non-EU Students)

Health Insurance

All non-EU students must have health insurance during their stay. If you need medical help:

- Visit a local GP (doctor) for minor illnesses.
- Go to A&E (Accident & Emergency) for serious issues.
- Call 112 or 999 for emergencies.

Personal Safety

- Be cautious in crowded areas to avoid pickpockets.
- Follow local laws on drinking, smoking, and drug use.
- Always carry your student ID and emergency contacts.

Health and Safety in our School

Emergencies

Emerald has safety procedures to protect everyone. Fire wardens and first aiders are on-site. If there is a fire, raise the alarm by breaking the nearest fire alarm glass or telling a staff member. Leave the building immediately and go to the assembly point. Follow the instructions of the fire wardens (wearing yellow jackets) and do not go back inside until it is safe. Make sure you know your nearest exit and assembly point. If you notice any plumbing or electrical faults, report them to a staff member. For more details on emergency procedures, refer to the safety guidelines provided during orientation or speak with the Student Welfare Officer.

Management of emergencies

Emerald Cultural Institute has a comprehensive emergency management plan in place to ensure the safety of all students and staff. Our emergency response includes:

- Emergency Drills & Training – Regular fire drills and safety briefings are conducted to prepare students for emergency situations.
- First Aid Support – Trained first aid staff are available on-site. If you require medical attention, notify a staff member immediately.
- Evacuation Procedures – In case of an emergency evacuation, follow the exit signs and staff instructions. Do not use lifts during evacuations.

Crisis Communication

Updates and emergency alerts will be communicated via email, text, or announcements. Ensure your contact details are up to date with reception.



What to Do and Who to Contact in an Emergency

Your safety and well-being are our priority. In case of an emergency, follow these steps:

- **Medical Emergency:** Dial 112 or 999 for immediate assistance. You can also visit the nearest hospital emergency department.
- **Fire:** If you discover a fire, activate the nearest fire alarm and evacuate the building immediately. Follow staff instructions and proceed to the designated assembly point.
- **Personal Safety:** If you feel unsafe or experience harassment, report it to a staff member or contact local authorities at Gardaí (Irish police) – 112 or 999.
- **Lost or Stolen Property:** Report any lost or stolen items to reception. If necessary, file a report with the Gardaí.

Emergency Contacts:

Student Welfare Officer: studentwelfare@eci.ie

Emergency Services: 112 or 999 (Fire, Police, Ambulance)



Code of Conduct, Feedback and Complaints

The Student Code of Conduct at Emerald Cultural Institute emphasises kindness, participation, and responsibility. Students should respect others, embrace diversity, attend classes on time, engage in learning, and use technology appropriately. They must care for school property, follow rules, and avoid disruptive behaviour. Young learners also need to stay with their group on trips and inform teachers if they feel unwell or worried. Serious rule-breaking may lead to consequences.

For full details, please ask a member of staff for the document.

We value student feedback at any time and use it to improve our services. If you have any questions or concerns, please let us know so we can help. You can visit us in person or you can send an email. Feedback questionnaires are sent out at the end of a student's first week, at the end of every month and at the end of a student's course

For academic issues, such as your course or class level, speak to the Academic team. For accommodation concerns, talk to the Accommodation team. Students can give feedback at the end of their first week, through monthly feedback forms, or by emailing the Student Welfare Officer at studentwelfare@eci.ie. On your last day, you'll receive a comment card with your certificate to share your overall experience.

A complaint is any issue that needs attention or action. Complaints can be verbal or written and are handled by the Operations Manager (aideen@eci.ie, +353 1 497 3361). Speak to the Student Welfare Officer, who will direct you to the right staff member. The relevant department will respond within one working day, investigate the issue, and take action if needed. All complaints are logged and handled confidentially. Please ask a member of staff to see our Student Complaint and Grievance Policy.

Key Words

Feedback – Telling us what you think so we can improve.

Support – Help with any questions or problems during your stay.

Complaints – Reporting an issue that needs to be fixed.



Embassies

For a full list see: <https://www.ireland.ie/en/dfa/embassies-in-ireland/>

Brazil – 43 Ailesbury Road, Ballsbridge, Dublin 4 | Phone: +353 1 668 7476 | Website: www.gov.br/mre/pt-br/embaixada-dublin

China – 40 Ailesbury Road, Ballsbridge, Dublin 4 | Phone: +353 1 219 6651 | Website: ie.china-embassy.gov.cn

Colombia – 19 Raglan Road, Ballsbridge, Dublin 4 | Phone: +353 1 563 4783 | Website: irlanda.embajada.gov.co

France – 36 Ailesbury Road, Ballsbridge, Dublin 4 | Phone: +353 1 277 5000 | Website: ie.ambafrance.org

Germany – 31 Trimleston Avenue, Booterstown, Co. Dublin | Phone: +353 1 277 6100 | Website: dublin.diplo.de

Italy – 63-65 Northumberland Road, Ballsbridge, Dublin 4 | Phone: +353 1 660 1744 | Website: ambdublino.esteri.it

Japan – Nutley Building, Merrion Centre, Nutley Lane, Dublin 4 | Phone: +353 1 202 8300 | Website: www.ie.emb-japan.go.jp

Korea (Republic of) – 15 Clyde Road, Ballsbridge, Dublin 4 | Phone: +353 1 660 8800 | Website: overseas.mofa.go.kr/ie-en/index.do

Palestine (Mission of the State of) – 38 Mount Merrion Avenue, Blackrock, Co. Dublin | Phone: +353 1 288 3042 | Website: www.mission.ie

Russia – 184-186 Orwell Road, Rathgar, Dublin 14 | Phone: +353 1 492 2048 | Website: ireland.mid.ru/web/ireland-en

Saudi Arabia – 6-7 Fitzwilliam Square East, Dublin 2 | Phone: +353 1 676 0704 | Website: embassies.mofa.gov.sa/sites/Ireland/EN/Pages/default.aspx

Spain – 17A Merlyn Park, Ballsbridge, Dublin 4 | Phone: +353 1 269 1640 | Website: www.exteriores.gob.es/Embajadas/DUBLIN

Turkey – 8 Raglan Road, Ballsbridge, Dublin 4 | Phone: +353 1 668 5240 | Website: dublin.emb.mfa.gov.tr

Ukraine – 16 Elgin Road, Ballsbridge, Dublin 4 | Phone: +353 1 668 5189 | Website: ireland.mfa.gov.ua/en

Extras and essentials



Emerald Accommodation

Residential Accommodation

We offer student residences on university or college campuses. For details on rules and regulations, contact the residential supervisor or a member of staff.

Host Family Accommodation

Living with a host family helps improve your language skills in a natural setting. Families have different traditions, so keeping an open mind will help you enjoy the experience.

Host families provide:

- Breakfast and dinner daily, plus lunch at weekends.
- A clean room – bed sheets are changed weekly.
- Laundry service – your family will tell you the washing days.

To extend your stay, speak to the accommodation team. To leave early, give two weeks' notice for host families and four weeks' notice for residential. All bookings and payments go through Emerald Cultural Institute.

Transport & Internet

Host families are within walking distance or on a direct bus/tram route to school. They can help with directions.

Most homes have Wi-Fi, but downloading films, music, or books may be restricted. Be considerate when using Skype or video calls.

Need Help?

For any accommodation issues, speak to an Accommodation Officer, a member of staff, or email emerald@eci.ie.

Your Emerald student card shows your accommodation address and phone number.

Key Vocabulary

Accommodation – A place to stay while studying.

Host Family – A local family providing food and housing.

Residence – University or college housing for students.

Notice – Informing someone in advance about a change.



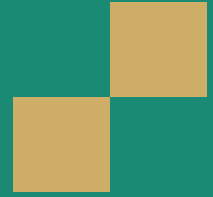
Record of updates

Date	Summary of changes	Approved by
2011	Earlier versions were amalgamated	AGC and Welfare Officer
2014	To include more up to date information	AGC and Welfare Officer
2017	Reformatted and including new information	AGC and Welfare Officer
Feb 2025	Reformatting to a new template to include more up to date information and photographs	AGC and Welfare Officer



emerald[®] cultural institute

Experience Tradition, Embrace Innovation



Contact Us

emerald@eci.ie

www.eci.ie