

Frances**King**
School of English **Dublin**



Student Guide 2016

Studying at **Frances King**

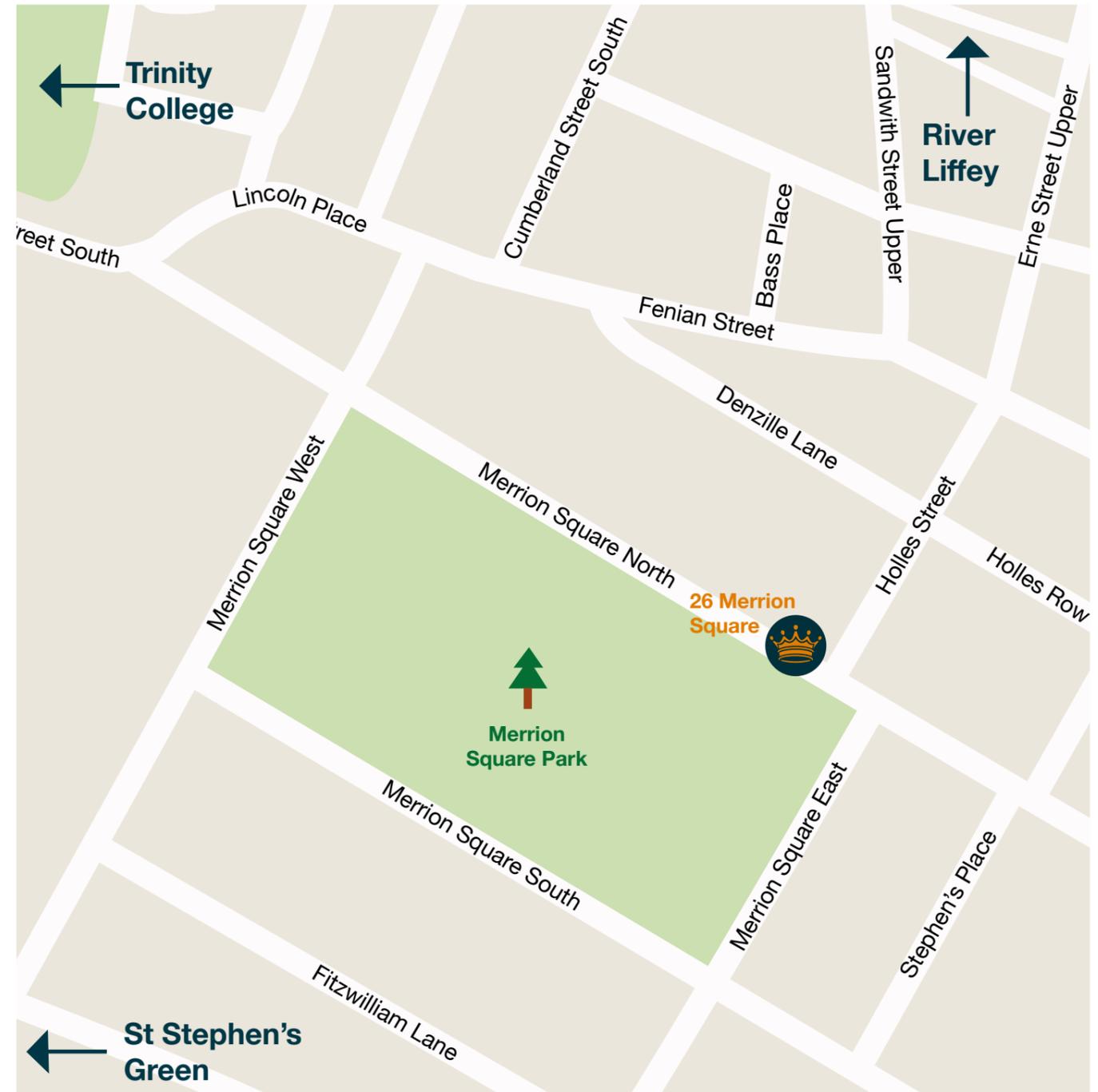
- 05 Take a holiday**
 - Client Services**
 - I want to change my class or teacher
 - I am finishing my course this week
 - I want to extend my course
 - Students' Common Area**
 - Recycling**
 - Teachers' Room**
 - I want to change my level
 - Wi-Fi**
 - Accommodation**
 - Extensions
 - Cancellations
- 06 I have a problem**
 - I have a complaint**
 - Working with Frances King**
 - Planning a trip abroad**
- 07 Student Charter**
 - Students at Frances King can expect...
 - The school expect our students...

Living in **Dublin**

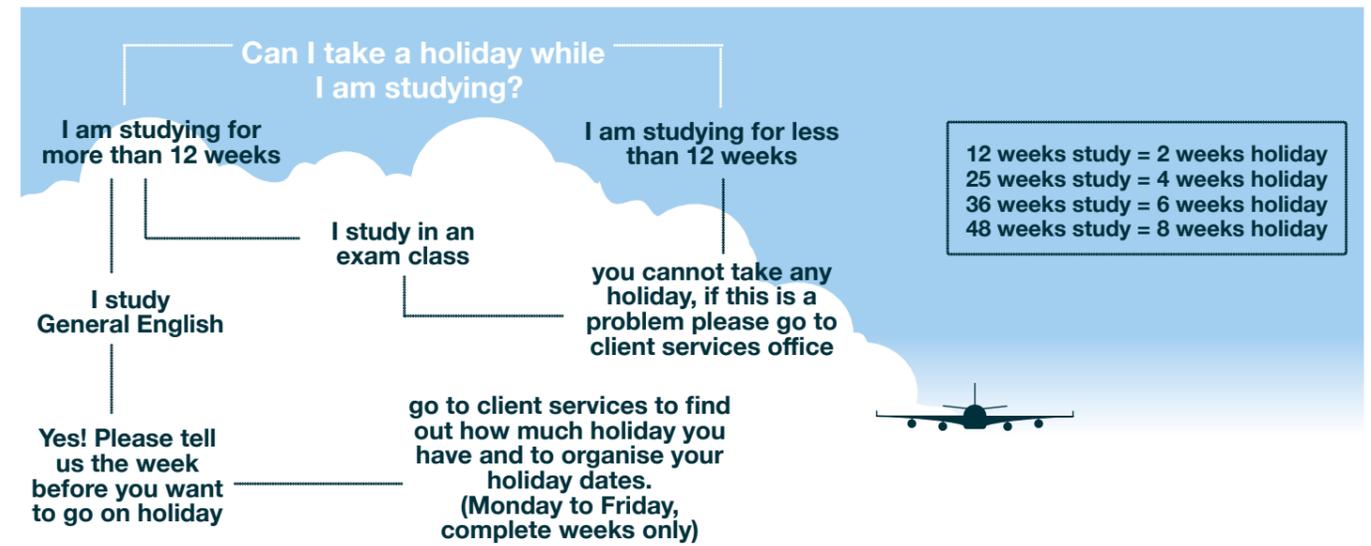
- 09 Getting around**
 - Dublin Bus
 - LUAS
 - DART/Irish Rail
 - Dublin Bikes
 - Dublin Taxis
 - Student travelcard
- 11 Communication**
 - Mobile Phone
 - MicroSIM to SIM adapter
 - Internet Cafes in Dublin
 - Bank**
 - Opening a bank account
 - Sending and receiving money
 - Get Cash Out from an ATM and get Cash Back from a Shop
- 11 Health**
 - Public Health Care in Ireland
 - Private Health Insurance in Ireland
 - Emergency telephone numbers
- 12 Personal safety**
 - Your personal belongings
 - Using your credit card
 - Renting Accommodation
- 14 Things to do in Dublin**
- 15 Fairs and festivals in Dublin**

FK RULES

1. Please don't smoke on the steps of any of our buildings
2. Please don't drink or eat inside classroom or study centres
3. Please put your mobile on silent in class and study centres
4. Please don't block the front door
5. Please arrive at your class on time. If you know you will be late or miss a class please tell client services and your teacher



Studying at Frances King



CLIENT SERVICES

For general information including exam courses, booking exams and attendance please come to client services. If your personal details change while you are studying please tell client services as soon as possible.

I want to change my class or teacher

Please come to the academic manager, Laura Davidson who can help you.

I am finishing my course this week...

We will give you a Student Feedback Form to complete and give in to reception the Thursday before you leave. You will receive your certificate in your class on your last day. If you are leaving early and need your certificate please go to Client Services.

I want to extend my course

Just go to Client Services and ask to extend your course. You will get placed in class and have your student card updated. Remember you have 10% re-enrolment discount. If you are from outside the EU, please check that your visa is still valid for study.

STUDENTS' COMMON AREA

A place where you can study, and practise your English. You can use the computers and internet for personal purposes. You also have access to books, films and other resources.

RECYCLING

Please put any paper, plastic or drinks cans into the green topped recycling bins.

TEACHERS ROOM

This is on the basement. Come here if you want to speak to a teacher.

I want to change my level

Talk with your teacher, tell them why you want to change. They will discuss with Academic Managers and suggest the best option for you!

WI-FI

Username: student
Password: learning

ACCOMMODATION INFO

For accommodation enquiries, extensions and problems please speak to Client Services.

Extensions

If you would like to extend your stay at your current accommodation, you will need to tell the school so the Accommodation Department can check if it is possible. If we confirm that you can extend, you need to pay everything in advance.

Cancellations

If you want to cancel your accommodation, you must tell us giving enough time (notice period) depending on your accommodation type (i.e. homestay – 1 week). Please speak to an accommodation adviser as soon as possible for more information on how to proceed with your cancellation.



I HAVE A PROBLEM

Whether your problem is about your class, medical or personal please go to Client Services who will be able to help you

I HAVE A COMPLAINT

1. Go to Client Services where we may be able to resolve the problem.

2. If you are not satisfied, you may ask for an appointment with the Academic Manager or team Leader Client Services

3. If you are still not satisfied, you may ask for an appointment with the Principal.

WORKING FOR FRANCES KING

At Frances King we have opportunities for students to get work experience as Client Services Student Assistants or in other departments.

To apply for a Student Assistant role you need:

- To be a Frances King student;
- To have a minimum upper intermediate level of English;
- A knowledge of other Languages (is a bonus).

3 hours work in exchange for 3 free hours of study per day. Please bring your CV (in English) to the team leader of client services.

PLANNING A TRIP ABROAD

Ask in the office for advice if you are planning a trip outside Ireland

STUDENTS CHARTER

Students at Frances King can expect...

- honesty and accuracy in all information and publicity about our courses and services
- a warm friendly service from Client Services with information on a range of Frances King services
- to be taught by qualified, experienced, professional teachers who plan and prepare appropriate lessons
- interesting and varied classes that use appropriate and effective teaching methods
- an initial placement test to ensure that they are in the right level classes and later opportunities to change level as they progress
- to study in clean, well-lit, comfortable classrooms
- to have regular opportunities to discuss their progress during progress meetings with their teacher and opportunities to meet a Tutor or Academic Managers for advice about their course.
- a wide choice of

accommodation options with clear advice

- an interesting and varied Activity Programme including many free activities
- advice on which public exams to take, when and how to register
- free internet access either using computers in the study centre or via wireless networks
- help 24 hours/day via our emergency phone

The school expect our students...

- to wear their FK lanyard whenever they are in the school
- to attend classes everyday and on time
- to tell the school if they have to miss any classes due to illness or other reasons
- to receive information about school services and health and safety issues during their first day induction
- to inform the school office of any change of address or contact details
- to follow the school's IT policy and to not use the school's

computers inappropriately or to download inappropriate material

- to follow health and safety guidelines and to avoid creating dangers in the school
- to respect other people's cultures, traditions and beliefs and to avoid behaviour or language that may cause offence
- to be polite and respectful when speaking to other students, our staff and accommodation providers



Living in Dublin



GETTING AROUND

In Dublin, this is the public transport available:

Dublin Bus

metropolitan buses.
Official website:
www.dublinbus.ie

LUAS

metropolitan tram.
Official website: www.luas.ie

DART/Irish Rail

Ireland rail.
Official website: www.dart.ie
iPhone App: Ireland Rail
Android App: Next Train Ireland
If you do not have a defined route yet, you may want to buy a Leap Card. It will allow you to use all means of public transport in Dublin for a reduced fare. It is cheaper than buying one-way tickets.

Dublin Bikes

Dublin is one of the European most bike-friendly capitals. If you do not have a bike, you can use Dublin Bikes (Dublin's public bike service). The fee is only €20 per year. The first 30 minutes of each journey is free.

Dublin Taxis

Dublin is a city with many taxis. To get an idea, Dublin has the same amount of taxis as New York: around 13 000.

The difference is that New York has a population of 19 million and Dublin has 1.5 million. During the day, in Dublin, perhaps you will not notice all the taxis that are on the streets, but during the night, taxis making queues do not go unnoticed.

Not long ago, many people complained about the lack of taxis in the city. Licenses for driving taxis were expensive and people could not afford them. Later on, the prices of the license went down and the number of licenses increased. Conclusion: the streets were invaded by taxis.

Taxi fares from the airport to the city centre cost between €20 and €30. An average ride around the centre of Dublin costs between €5 - €8.

You can recognize a taxi by the yellow sign on its roof. It says TAXI or TACSI.

For further information, visit: www.transportforireland.ie.

Student Travelcard

If you are a student, we recommend you obtain a Student Travel Card in order to get discounts in a lot of establishments, on public transport and with Dublin Bikes. A foreign student card will not be valid in many establishments. For further information, visit: www.studenttravelcard.ie.

Students who are eligible are currently studying for at least 6 months duration with a minimum 20 hours class time per week. There is a new card produced every September to validate your student status. This means there are two cards in circulation from September until December every year. If you purchase the card in September 2014, it will expire in December 2015. The expiry date is printed on the card. Student Travelcard work on the student's behalf to ensure both the travel and retail discounts are of real value to card holders.





COMMUNICATION

Mobile Phone Operators in Ireland

The main telephone companies that you can find in Dublin (Ireland) are:

- Three
- Meteor
- Lyca

Unlike in other countries, in Ireland you can use your pay-as-you-go phone to access the Internet from your mobile. You just have to make sure you have credit.

If you need an Irish number we can give you a SIM card for free. Come to reception to get one.

MicroSIM to SIM adapter

If your current mobile is a last-generation mobile and uses a microSIM, and you want to use that microSIM in a mobile that only works with SIM, then, you will need a microSIM to SIM adapter. These adapters are pieces of plastic with the shape of a SIM but with a small space to incorporate the microSIM. You can buy one of these adapters in any mobile store in Dublin, for example, Carphone Warehouse or Microsim-shop.com.

Internet Operators in Ireland

There are several internet operators that provide internet service and Internet+TV+Phone packages. Tri-band is really popular in Ireland.

The most popular companies are:

- UPC
- SKY
- EIRCOM

If you have already found accommodation and you want to know which companies work in your area, visit Bonkers.ie.

Internet Cafes in Dublin

Global Internet Café

www.globalcafe.ie

Address: 8 Lower O'Connell St, Dublin 1

Phone: 01 878 0295

Central Internet Café

www.centralinternetcafe.com

Address: 6 Grafton Street, Dublin 2

Phone: 01 677 82 98

BANK

Sending and receiving money

If you need to receive money or send it abroad in a matter of hours, you will not be able to do it through a bank. Banks are usually slow. They take days to wire your money (and you obviously need a bank account). However, the following companies provide a fast, safe and reliable money-transferring service:

www.westernunion.com

www.moneygram.com

www.paypal.com

Get Cash Out from an ATM and Get Cash Back from a Shop

There are not as many ATMs around Dublin as other capital cities.

Due to this, it is common that when you go to a supermarket, at the moment of paying, the cashier will ask if you need cash back (if they do not ask, you can request it). They do not charge anything for the transaction, they just add the amount to your receipt and give you the cash.

HEALTH

Public Health Care in Ireland

Unfortunately, public health care in Ireland is not universal. This means that according to your income, you will receive a certain level of medical assistance. In other words, people who just arrive to Ireland do not receive free medical assistance.

If you are a European citizen, it is highly recommended that you bring a European Health Insurance Card (EHIC).

This document will allow you to receive the necessary medical assistance. If you do not have an EHIC or an Irish Health Insurance Card, you will be considered a private patient and thus, you will have to pay for the service you get. The first time you go for a consultation in a hospital, you will have to pay a non-refundable €100 fee. Consultations with a local GP (General practitioner) cost between €50-€€60.

To obtain an Irish Health Insurance Card, you need a minimum of one year residing in Ireland. From that moment on, you will have the right to medical assistance like every other Irish citizen.

You will be able to register yourself as a patient with a GP. There can be a long waiting time for consultations in hospitals, including emergencies. We recommend that you don't go in the afternoon or at night because you might have to wait for up to 9 hours!

To avoid these problems, you may want to buy Private Health Insurance.

You can attend private hospitals and you often see a



doctor much quicker for a consultation. If you plan to work in Ireland, often the company that hires you will pay for your health insurance.

Tip: Medicine is expensive. If you often need some kind of medicine, bring a big amount of it to Ireland.

For more information:

- Health Service Executive
- Dublin Well Woman Centre
- Citizen Information Department of Health

Private Health Insurance in Ireland

If you can afford private health insurance, it is the best option. Before you arrive in Ireland, you should take out insurance for your own financial and personal security. You can take out your own insurance or the International Student Policy offered by Guard.Me.

If you are EU national, you should bring your European Health Insurance Card (EHIC) which allows access to health care services.

If you are applying for a student visa

, you can get full details of insurance requirements at: www.inis.gov.ie If you are studying on a course listed on the Interim List of Eligible Programmes, you need to have an insurance policy for the duration of your visa. To purchase the International Student Policy please talk to our staff.

Insurance fees: €50 for up to 90 days or €125 per year per person.

Emergency telephone numbers in Dublin

For medical emergencies, you can call St James Hospital. Dial 01 454 5607. If you are unable to reach a hospital, you can call 01 830 0244 and a doctor will visit you. If you need an ambulance, call 999 or 112. If you do not have the right to free health assistance yet, you will be charged €100 for the emergency service.

PERSONAL SAFETY

Dublin is generally a safe place to be but as with a lot of big cities there are sometimes pick-pockets and thieves. We would like to help you to avoid being a victim of these crimes. Here is some friendly advice to help you have a safe and worry-free time in Dublin.

Your personal belongings

Do not leave your purse, wallet or phone on the table in a restaurant or in a classroom during a break.

Try to carry as little cash as possible.

Make sure your wallet, purse or phone is in a pocket or bag and can't be seen by a pick pocket. It might be best to have a bag with a zip.

Try to put your purse, wallet or phone in an inside pocket of your bag not in an easily accessible pocket on the outside of your bag.

Watch your belongings at all



times and keep them close to you.

Be careful of people approaching you in the street or when sitting at a restaurant, they might be trying to distract you so they can take your phone, wallet or purse.

If someone says they are a Police Officer and wants to talk to you. You can ask to see their identification or you could ask to go to the police station because you are worried about giving out information.

Only keep things in your bag that are essential to you. For example, in Ireland you do not need to carry your identification card or passport with you at all times, so the safest place for this is at home

Using your credit card

Do not give your pin number to anyone. You should never be asked for it even by your bank, a Police Officer or a shop assistant.

When you are getting cash from a cash point, make sure there

is no one looking over your shoulder before you start and be aware of people around you while you use the cashpoint.

Most Irish people cover their hand while they enter their pin number into a machine, so don't worry that this might appear to be rude.

Renting accommodation

If you are planning to rent accommodation outside of Frances King You will be able to rent a room starting from 300€/month. The average room is between 400€ and 500€. If you are willing to share an apartment in a relatively new building, the price will be around 550€ and 600€. If you are looking for an apartment just for yourself, expect a 1000-1200€ price range. All these prices are approximations only. Real prices will vary depending on your preferences and on the neighborhood you choose to live in. Websites you might use to find accommodation are: www.daft.ie www.myhome.ie www.let.ie

ie.easyyroommate.com
www.roomster.com
www.rent.ie
Search in Google "student accommodation Dublin".

We hope this helps you feel safer in Dublin.

If you have any problems you can contact the police, call the Frances King emergency phone number on the back of your student card or come to the Client Services Office.



THINGS TO DO IN DUBLIN

Tourist attractions

Temple Bar, Dublin Castle, Christchurch, St Patricks Church, The Guinness Storehouse, The Old Jameson Distillery, Trinity College Dublin, Dublinia, Kilmainham Jail and... Pubs!

Parks and Gardens

Phoenix Park, Garden of Remembrance, St Stephen's Green, National Botanical Gardens, The Iveagh Gardens.

Monuments

The Spire, Molly Malone.

National museums

The National Gallery, National Print Museum, Natural History Museum, The Museum of Modern Art.

Libraries

The Old Library (Trinity College), Chester Beatty Library.

Art galleries

RHA Gallery, Science Gallery.

Coastal towns

In the surrounding area you can visit:
Howth, Dun Laoghaire, Dalkey, Bray and Wicklow.
Newgrange, Powerscourt Gardens, Belvedere House Gardens and Park, Wicklow Mountains & Glendalough, Malahide Castle and Gardens

Tours

Taking a tour can be a good alternative if you want to visit places that are far from Dublin. The most popular are:
Quick Tours
Bus Eireann
City Sight Seeing Dublin
Love Ireland
Day Tours
Glide Tours

Pubs, music and beer in Dublin

If you are looking for an area to go out at night, listen to music (or not), drink all the beer you want and visit Dublin's most emblematic pubs, then you are looking for Temple Bar.

The most popular pubs are:

Temple Bar
Turks Head
Porter House
The Brazen Head
Whelans
Kehoes

The trademark of Ireland is its beer. The most popular one is Guinness. You will always see people holding a pint in their hands while talking about philosophy, politics, economics, and who-knows-what after a couple of beers...

Besides traditional pubs, if you are looking for a more club-like atmosphere, then you will enjoy Howl at the moon €2,5 on wednesdays.
Dicey's garden €2,5 on Tuesdays. If you go before 7pm you will not have to pay the €5 entrance fee).

Shopping in Dublin

Brown Thomas: An excellent range of elegant shopping.
Carroll's Gifts & Souvenirs: Irish souvenirs for tourists.
Avoca (Suffolk Street): one of the world's oldest surviving

manufacturing companies.
Nassau St: traditional Irish gifts. At the end of the street, Leinster Street South begins. Here you will find the Kilkenny Design Center.

Grafton Street: This is the best shopping area in Dublin. You will find fashion boutiques, shoe stores, jewellery stores and much more.

Henry Street: The second most important shopping Street in Dublin. It is even larger than Grafton Street but not as expensive.

Francis Street: art and antiques.
Shopping centers:
St Steven's Green Center
ILAC Center Dublin
Jervis Centre
Dundrum Town Centre

Opening hours

Generally, opening times go from 9am to 6pm, Monday to Saturday, and from 12pm to 6pm on Sunday (Yes! Shops open on Sundays). Each store will have its own particular opening time. For example, banks open from 10am to 4pm, supermarkets open from 9am to 10pm (some SPARs open until

midnight), and drugstores open from 9am to 7pm.

Tippling in restaurants

10% is the average tip. Even if you pay with credit card, they will expect you to indicate the final amount with tip included (+10%). Waiters will not ask for it, you have to offer it. This is basically a courtesy.

FAIRS AND FESTIVALS IN DUBLIN

May, 2016

Forbidden Fruit
Bray Jazz Festival
International Dublin Gay Theatre Festival
Dublin Dance Festival

June, 2016

Taste of Dublin Festival
Dublin Pride 2016
Dublin Port River Fest

July, 2016

Longitude
Dublin Internation Piano Festival

August, 2016

Dublin Horse Show

September, 2016

Dublin Theatre Festival 2016
Fingal Film Festival
Culture Night

October, 2016

Halloween

November, 2016

French Film Festival

December, 2016

Christmas Racing at Leopardstown

For more information on festivals and events in Dublin and around Ireland visit
www.totallydublin.ie
www.entertainment.ie
www.discoverireland.ie
If you wish to buy tickets for an event visit www.ticketmaster.ie.

Visit our free time
web page and
download this month's
Activity Programme
www.francesking.com

FK EMERGENCY NUMBER
+353 83 4502204