

NCAD DUBLIN

National College of Art and Design
A Recognised College of University College Dublin

Student Support Guide



2023-2024

Contents

1. Introduction	4
Help and Support for Students	4
NCAD Student Code	4
NCAD Students' Union	4
The College Mentoring Programme	5
College Community Welfare Group	5
2. Feeling poorly?	6
What happens if I miss College?	6
Extenuating Circumstances	6
Medical Services	6
Discount on Prescriptions	7
Student Counselling Service	7
Careers Advisory Service	7
3. Mind your language	8
Language Centre in the Library	8
English Language Support Group	8
4. Student Learning Support Services	9
Student Learning Support Service	9
Assistive Technology Service	9
Disability Support	10
Neurodiversity Social Group	10
5. Show me the money	12
Maintenance Grants	12
Student Assistance Fund: online application	12
Childcare Support Fund: online application	12
6. Gender expression and gender identity	13
Student Name Change	13
Restrooms & Changing Facilities	13
Email Signature	13
Support	13
7. Outside supports	14
NiteLine Service	14

Owner Access Officer

Next review date Summer 2024

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V01	N/A	New document of old material, to isolate and feature student support information.
V02	Kilian O'Callaghan	Update for 2019-2020
V03	Finola McTernan	Update for 2021-22
V04	Finola McTernan	Update for 2022-23
V05	Finola McTernan	Update for 2023-24

NCAD 50808	14
AWARE	14
Childline	14
BodyWhys	14
Togetherall Mental Health and Wellbeing Platform	15
8. Get involved.....	16
Access and Outreach	16

1. Introduction

Help and Support for Students

NCAD provides a range of support services to students. These include a Medical Service, a Counselling Service, a Careers Advisory Service, and a Disability and Learning Support Service, (Assistive Technology support service) for those who require it.

You are encouraged to seek assistance early in the academic year to maximise your learning experience here at the NCAD.

In this guide, you will find an outline of the range of supports that are available to students across the College and how to access them.

NCAD Student Code

NCAD is a working environment based on tolerance and mutual respect at all times. The NCAD Student Code sets out the standards of behaviour expected of students attending the College. Please see your student handbook, or see the link on the right.

NCAD Students' Union

The representative student body, the NCAD Students' Union holds elections annually. Students have representation at Board level, on Academic Council and on School Boards. During the year the Union organises events including concerts, films, balls and other social activities.

First Year students can also get involved as a student representative by joining the First Year Art & Design Studies Student-Staff Consultative Council.

Further Information

Student supports



www.ncad.ie/students/support-services/

Student Information Desk on campus



01 636 4200



information@ncad.ie



[Student Code](#)

NCAD Students' Union

President: Andrew Grace
president.ncadsu@gmail.com

Vice-President: Maebh Quinn
vicepresident.ncadsu@gmail.com

Part Time Officers

Disability: Bambi Buchanan,
sudisability@student.ncad.ie
Equality: Trina Moriarty Flynn,
suequality@student.ncad.ie
Communications: Elisha Buggie,
sucommunications@student.ncad.ie
Entertainment: Sinead Roth,
suentertainments@student.ncad.ie
Postgraduate: Tallon McGinn,
supostgrad@student.ncad.ie
Mature: Jennifer Gray,
sumature@student.ncad.ie



www.ncadsu.ie/homepage



01 636 426



ncadsu@gmail.com



[@ncadsu](#)



Facebook: [ncadsu](#)

The College Mentoring Programme

The College Mentoring Programme is a system whereby Year 2 and Year 3 students volunteer to provide an introduction to College life for First Year Art & Design Studies students on an informal one-to-one basis. At the beginning of the year, you will be asked if you are interested in having a mentor. If you are, a mentor will be assigned to you. Your mentor will then visit you in your studio workspace, introduce themselves, and make a plan. The activities may range from introductions to College facilities and structures, through to informal social activities where you get to meet other students attending NCAD and become familiar with campus life.

College Community Welfare Group

The College has established a College Community Welfare Group to develop community welfare policies within the College and to identify problem areas, which require particular attention by staff or students.

2. Feeling poorly?

What happens if I miss College?

If you miss College for medical reasons, you are required, within seven days of your return to College, to submit a doctor's certificate for absences of more than two consecutive working days. If personal circumstances arise at any time during the academic year, which affect your studies or attendance, you should make these known immediately to your tutors in your Studio, in Education **and** in Critical Cultures.

Extenuating Circumstances

If your difficulties (such as serious illness, hospitalisation, accident, family bereavement or other serious personal or emotional circumstances) adversely affect your ability to study, complete assessments, or to attend College, you can apply to have your circumstances taken into consideration. First read the Extenuating Circumstances Overview, the Policy, and then, if appropriate, complete the form and submit it to the Secretary of the School where you are studying, or to your Programme Leader.

Medical Services

Medical services are provided on the College campus at the following times:

- Tuesdays from 2.00pm to 4.30pm
(female doctor)
- Wednesdays from 9.00am to 11.30am
(advanced nurse)
- Fridays from 9.00am to 12.00pm
(male doctor)

There is a €10 charge for this service. The charge is waived for students registered with the Access Service.

Further Information

Extenuating Circumstances



Overview:

www.ncad.ie/files/download/Extenuating_Circumstances_Overview_V2.pdf



Policy:

www.ncad.ie/files/download/Extenuating_Circumstances_Policy.pdf



Form:

www.ncad.ie/files/download/Extenuating_Circumstances_FORM_V3.docx

Doctor or nurse appointments



information@staff.ncad.ie



01 636 4200

Charge: €10; free for students registered for Access Services.

Discount on Prescriptions

Thomas St Pharmacy, across the road from the College main entrance, offers a 10% discount on prescriptions to all NCAD students.

Student Counselling Service

The NCAD Student Counselling Service is a confidential and free service for students of the College. The service is staffed by a professionally-qualified psychologist and counsellor.

The service offers support, counselling and psychotherapy for students who may be experiencing personal difficulties. Our aim is to promote the overall personal wellbeing of students who are attending NCAD in the hope of optimising opportunities for personal development and academic growth during the valuable years that students spend here.

The service is available from Monday to Thursday during term time. You can make an appointment by contacting the counsellor directly.

Alternatively, any NCAD tutor or the Access Officer will make a referral for you to the Counsellor.

Careers Advisory Service

The service is available Monday, Tuesday, Thursday (September-June) to support students with their career needs. Advice is provided on career planning, further study and employment opportunities, including support with CV writing and interview preparation.

In-person or zoom appointments are available during term time and can be booked through the online appointment calendar [here](#).

Further Information

Counselling Service

Linda Mackin



Text to 087 951 9819



counsellor@staff.ncad.ie



Monday to Thursday from
10.30am to 4.00pm

Careers Advisory Service

Anna Greene



careers@ncad.ie



Monday, Tuesday, Thursday
(September to June)

3. Mind your language

Language Centre in the Library

Students may study a wide variety of languages to various levels through self-tuition. Audio and video courses are available. The Library also offers the following services:

- English conversation for foreign students
- Essay writing help for foreign students
- Bibliographic databases

English Language Support Group

An English Language Support Group meets once a week on campus, to help students whose second language is English.

- DAY: Available soon
- TIME: Available soon
- WHERE: Available soon
- Email if you wish to join: Available soon

Tutor provides support for the seminars in Critical Cultures and will help with essay writing.

Further Information

Library Language Centre

Maeve McElligott, Assistant Librarian



01 636 4356



mcelligottm@staff.ncad.ie

English Language Support Group

English Language Lecturer



Available soon



Email for details: Available soon

4. Student Learning Support Services

Student Learning Support Service

NCAD's Student Learning Support Service is a confidential academic support service which provides assistance to students in managing the demands of College life. Located in Room G16, Ground Floor, School of Design

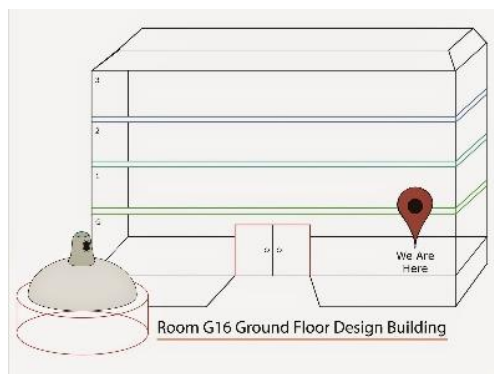
Assistive Technology Service

The Assistive Technology Service provides students with software, AT facilities, advice and training to assist them with writing and research.

Specialised software and support is available for students with specific learning difficulties or disabilities. Examples of software include:

- Mind mapping programmes for planning essays and projects.
- Text to Speech programmes which read text aloud through a computer.
- Software which converts a page of printed text (e.g. a library book) to editable digital text in Microsoft Word.

Students can also get help with essay formatting and computer skills training through the Assistive Technology Service. Assistive Technology seminars are held regularly and demonstrate how to integrate free software into your essay writing and research. Any student can book an appointment to see what is on offer to them.



Further Information

Student Learning Support Service



Room G16, Ground Floor,
Design Building



www.ncad.ie/student-learning-support-service/



learningsupport@staff.ncad.ie

Assistive Technology Service



www.ncad.ie/student-learning-support-service/



<http://ncadat.blogspot.com>



assitivetech@staff.ncad.ie

Disability Support

NCAD is committed to helping you achieve your academic goals. If you are a student who has a disability, mental health condition, a significant ongoing illness or a specific learning difficulty, the NCAD Access Office encourages you to come and register with them.

Students are required to submit verification of their disability or learning difficulty from a Medical Consultant, Specialist or Educational Psychologist.

For further information you can contact the Student Experience Manager, mcternanf@staff.ncad.ie or Ben Watt, the Learning Support Tutor, learningsupport@staff.ncad.ie for information on what supports are available and how to register with the service.

If you are a student with any of the following disabilities you are encouraged to register with the Access Office and avail of the range of supports and reasonable accommodations that may assist you during your time at the College.

- Autism/ASD
- ADD/ADHD
- Blind/Vision Impaired
- Deaf/Hard of Hearing
- DCD – Dyspraxia/Dysgraphia
- Mental Health Conditions
- Neurological Conditions (including Brain Injury, Speech and Language Disabilities)
- Epilepsy
- Significant Ongoing Illnesses
- Physical Disability
- Specific Learning Difficulty (including Dyslexia and Dyscalculia).

Neurodiversity Social Group

The student body of NCAD is very neurodiverse. There are often significant barriers that may prevent a student from receiving an assessment, which then causes a barrier in

Further Information

Disability Support

Finola McTernan, Student Experience Manager



01 636 4217



mcternanf@staff.ncad.ie

Ben Watt, Learning Support Tutor



learningsupport@staff.ncad.ie

Neurodiversity Social Group



sudisability@student.ncad.ie or
learningsupport@staff.ncad.ie

accessing support. We know that a sense of belonging and inclusion is vital to a student's wellbeing, as well as being a tenet of our candidacy to become an AsIAm Autism Friendly College. The SU Part-time Officer for Students with Disabilities, with the assistance of the SU Vice President, Access Office and Learning Support Service supports a peer-led Neurodiversity Social Group for self identifying neurodivergent students.

For information email: sudisability@student.ncad.ie or learningsupport@staff.ncad.ie.
Information on group meetings will be available on posters and through the Students' Union. Please come along!

5. Show me the money

Maintenance Grants

All queries regarding fees and grants should be directed to: feesandgrants@staff.ncad.ie.

Student Assistance Fund: online application

The Student Assistance Fund is available to students experiencing particular or unexpected financial hardship during the course of their study. This may be as a result of family breakdown, bereavement, accidents, health problems or other crises that result in unexpected financial difficulty. You can apply for help with the cost of rent, travel, books and art materials, utilities and other unexpected financial hardships.

The deadline for submitting applications in Trimester 1 is Friday 27 October 2023.

The deadline for submitting applications in Trimester 2 is Friday 02 February 2024.

If you require help with completing this form, contact access@staff.ncad.ie.

Childcare Support Fund: online application

The purpose of the Childcare Support Fund is to provide assistance towards the cost of childcare (nursery, crèche etc) for children of full-time students at NCAD, whose ability to participate in education may be adversely affected by childcare responsibilities.

The deadline for receipt of applications to this fund is Friday 27 October 2023.

Payment to successful applicants will be made in two instalments, the first in November and the second in February. The College does not have a crèche so it is necessary for students with children to make their own arrangements.

For further information and application forms for this fund, please contact the Student Experience Manager, Finola McTernan, at the beginning of Trimester 1, mcternanf@staff.ncad.ie

Further Information

Maintenance Grants



feesandgrants@staff.ncad.ie

Student Assistance Fund Childcare Support Fund



[Information and Application Form](#)

Finola McTernan, Student Experience
Manager



studentassistance@staff.ncad.ie

6. Gender expression and gender identity

Student Name Change

If you wish to change your name at NCAD, contact studentrecords@staff.ncad.ie or visit the Student Information Desk in SS&A.

To change your name on your student card, on class lists, for email communications, and to notify tutors and staff of the change, no documents are needed.

To change your name on your official student record (Exam Results, Transcripts), you will need to submit a deed poll, passport, birth certificate, or other official document which includes your name to which you want to be referred.

Further Information

To change your name



studentrecords@staff.ncad.ie

For peer support



president.ncadsu@gmail.com

Restrooms & Changing Facilities

Students and staff should use the restroom which makes them feel most comfortable.

Email Signature

When setting up your student email account, please create a signature, which identifies how you would like to be addressed, and include the pronouns you would like used when people refer to you.

<i>Mary Jones (she/her)</i>	<i>Jack Jones (they/them)</i>	<i>Jack Murphy (he/him)</i>
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[See more information here \(www.shoutout.ie/blog/pronouns\).](http://www.shoutout.ie/blog/pronouns)

Support

For further support on gender and identity, contact the Counselling Services.

Peer support is always available from Students' Union Officers & Part-Time Officer for LGBTQ+ & Gender Equality. Contact president.ncadsu@gmail.com or suequality@student.ncad.ie.

7. Outside supports

Niteline Service

Niteline is a student support service run by college students from the Dublin area. The service is available every night of term from 9.00pm to 2.30am.

Calls are free from all phones in Ireland. Calls remain completely confidential. Further information on their website.

NCAD 50808

This is a 24/7 text messaging support service for people going through a tough time, funded by the HSE Mental Health Services.

AWARE

The Aware Support Line service is a free service and is available to anyone over the age of 18 years, who is seeking support and information about issues relating to their own mood or the mood of a friend or family member, or who experiences depression or bipolar disorder.

Calls to AWARE are confidential within normal limits. The Support Line can be quite busy at times, so if you're trying to get through, keep calling.

Childline

If you are under 18 years of age, contact **Childline** for support.

BodyWhys

Bodywhys, the Eating Disorders Association of Ireland, is the national voluntary organisation supporting people affected by eating disorders.

Further Information

Niteline Services



Freephone 1800 793 793



9.00pm to 2.30am nightly



<https://niteline.ie/>

NCAD 50808



A 24/7 text messaging support service for people going through a tough time, funded by the HSE Mental Health Services.

Aware



Freephone 1800 80 48 48



Monday to Sunday; 10.00am to 10.00pm



www.aware.ie

Childline



Freetext 50101
Freephone 1800 66 66 66



10.00am to 4.00am daily

BodyWhys



Lo Call 1890 200 444



alex@bodywhys.ie



www.bodywhys.ie

Togetherall Mental Health and Wellbeing Platform

Get support. Take control. Feel better.

Whether you're feeling overwhelmed with workload, struggling to cope or just need a place to talk, Togetherall can help you explore your feelings in a safe supportive environment.

Using your NCAD email address, you can access Togetherall which is available 24/7 and monitored by professionals. Within Togetherall platform members are anonymous, so no one will know you're using it unless you tell them. It is a safe place online to get things off your chest, have conversations, express yourself creatively and learn how to manage your mental health.

- **Connect** with others experiencing similar feelings
- **Feel safe**, trained professionals are on hand, 24/7
- **Stay anonymous**, we protect everyone's identity within the community
- **Get results**, research shows that our tools, courses and resources help

How to join Togetherall

- Click on the [link to the website](#), or scan the QR code below.
- Click on 'Join Us'.
- Click on '>' in the 'I'm from a University or College' box.
- Type your NCAD student email address in the box.
- Click on 'submit'.

Need a safe place to talk?

Did you know that you have **FREE** access to a safe and confidential community to get support when you are feeling low?

16+

Community
We offer an anonymous community to share how you're feeling, listen and be heard.

Courses
Find courses specific to your concerns and learn techniques to manage your mental health.

Resources
Tools, self-assessments and articles that help you understand how you're feeling and track your progress.

togetherall

SCAN TO JOIN FOR FREE TODAY

We may share information we hold about you in circumstances of risk, where we may refer you to emergency services or to any health care professional or your commissioning institution to protect your welfare or the welfare of others.

8. Get involved

Access and Outreach

NCAD's Access Programme forms part of the College's overall commitment and social responsibility to promoting equity of access and opportunity to NCAD. The pre-entry programme is designed to provide experiential art and design engagement opportunities to pupils from both primary and post-primary schools that are linked to NCAD. This includes Access Day, Student Shadowing Projects, Artist Mentoring Projects, the Primary School Access Programme and other outreach initiatives working with community groups across Dublin.

More recently NCAD works closely with HEIs across Dublin and Cork on the Creative Arts Summer School, Dublin Learning Festival, I Can Teach and Community Mentoring initiatives, as part of the national Programme for Access to Higher Education.

As a student at NCAD you have the opportunity to get involved in the Access Programme. You will need to be Garda vetted and this can be organised through the Access Office.

If you would like to get involved please contact the Student Experience Manager, Finola McTernan directly.

Further Information

Student Experience Manager

Finola McTernan



mcternanf@staff.ncad.ie