

Student Support Guide



2018-2019

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Owner Access Officer

Next review date May 2019

Doc version	Approval date	Modified by	Summary of modifications
V1		N/A	New document of old material, to isolate and feature student support information.

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, (including Assistive Technology support) 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



<https://www.ncad.ie/students/support-services/>

Reception desk on campus



01 636 4200



info@staff.ncad.ie

Student Code



https://www.ncad.ie/files/download/NCAD_Student_Code_V3_FINAL_20181119.pdf

NCAD Students' Union

President: Ross Kelly

Vice-President: Izzey Gould



<https://www.ncad.ie/students/support-services/ncadsu/>



01 636 426



ncadsu@gmail.com



@ncadsu



[Facebook: ncadsu](#)

The College Mentoring Programme

The College Mentoring Programme is a system whereby second and third year 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.

Discount on Prescriptions

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

Further Information

Extenuating Circumstances



Overview:

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



Policy:

https://www.ncad.ie/files/download/Extenuating_Circumstances_Policy_V3.pdf



Form:

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

Doctor or nurse appointments

Reception desk on campus



01 636 4200

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

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

This service provides information and advice to students on matters of career choice, postgraduate studies, and employment.

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

Jacyntha McManus-Cleary



01 636 4313 or through
Reception



Monday to Thursday from
08.00am to 1.15pm

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, to help students whose second language is English.

- DAY: Thursdays
- TIME: 5.00pm-6.30pm
- VENUE: The Orpen Room (off the concourse)

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

Further Information

Library Language Centre

Tom Maher, Assistant Librarian



01 636 4357



mahert@staff.ncad.ie

English Language Support Group

Denis Kehoe, English Language Lecturer



Thursdays from 5.00pm to 6.30pm in the Orpen Room



kehoed@staff.ncad.ie

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.

Assistive Technology Service

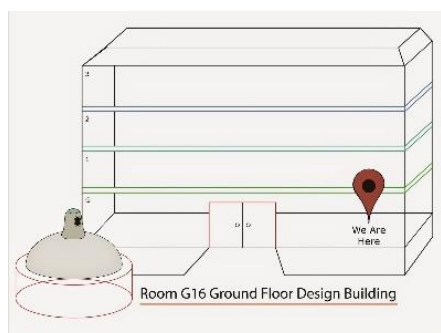
The Assistive Technology Service provides students with software, IT facilities, advice and training to assist them with writing and research.

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.

Assistive Technology Services are located in Room G16, Ground Floor, Design Building.



Further Information

Student Learning Support Service



<http://www.ncad.ie/students/support-services/student-learning-support-service/>

Finola McTernan, Access Officer



01 636 4217



mcternanf@staff.ncad.ie

Assistive Technology Service



<https://www.ncad.ie/students/support-services/assistive-technology-service/>



<http://ncadat.blogspot.com>



01 636 4314



Room G16, Ground Floor, Design Building



assitivetechology@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 Finola McTernan in confidence through the College Reception. You can also contact Finola directly.

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.

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

Further Information

Disability Support

Finola McTernan, Access Officer



01 636 4217



mcternanf@staff.ncad.ie

Evidence of Disability Form



https://www.ncad.ie/files/download/NCAD_Evidence_of_disability.pdf

NCAD requires evidence or verification of a disability to support the provision of reasonable accommodations in College. Students who do not have appropriate evidence of their disability should forward the Evidence of Disability Form to their Medical Consultant or Specialist to be completed and stamped. General Practitioner (GP) letters will not be accepted as suitable medical evidence.

5. Show me the money

Maintenance Grants

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

Student Assistance Fund

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 Semester 1 is Friday 26 October 2018.

The deadline for submitting applications in Semester 2 is Friday 1 March 2019.

If you require help with completing this form, contact the Access Officer, Finola McTernan.

Childcare Support Fund

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 U.

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 Access Officer, Finola McTernan, at the beginning of Semester 1, through the College Reception. You can also contact Finola directly.

Further Information

Maintenance Grants



feesandgrants@staff.ncad.ie

Student Assistance Fund

Childcare Support Fund



<https://www.ncad.ie/students/support-services/student-assistance-fund-1/>

Finola McTernan, Access Officer



01 636 4217



mcternanf@staff.ncad.ie

6. 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.

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



www.niteline.ie

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

7. Get involved

Access and Outreach

NCAD's Access Programme commenced in 2005 and 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 and other outreach initiatives working with community groups across Dublin.

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 Access Officer, Finola McTernan directly.

Further Information

Access Officer

Finola McTernan



01 636 4217



mcternanf@staff.ncad.ie

Third Level Access is co-funded by the Department of Education and Skills and the European Social Fund as part of the ESF Programme for Employability, Inclusion and Learning 2014-2020



Ireland's European Structural and Investment Funds Programmes
2014-2020

Co-funded by the Irish Government
and the European Union



EUROPEAN UNION

Investing in your Future

European Social Fund