

**NCAD** DUBLIN

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

# Student Support Guide



2021-2022

## Contents

<b>1. Introduction</b> .....	<b>3</b>
Help and Support for Students .....	3
NCAD Student Code .....	3
NCAD Students’ Union .....	3
The College Mentoring Programme .....	4
College Community Welfare Group.....	4
<b>2. Feeling poorly?</b> .....	<b>5</b>
What happens if I miss College? .....	5
Extenuating Circumstances.....	5
Medical Services .....	5
Discount on Prescriptions .....	6
Student Counselling Service .....	6
Careers Advisory Service.....	6
<b>3. Mind your language</b> .....	<b>7</b>
Language Centre in the Library.....	7
English Language Support Group.....	7
<b>4. Student Learning Support Services</b> .....	<b>8</b>
Student Learning Support Service .....	8
Assistive Technology Service .....	8
Disability Support.....	9
<b>5. Show me the money</b> .....	<b>10</b>
Maintenance Grants .....	10
Student Assistance Fund.....	10
Childcare Support Fund .....	10
<b>6. Outside supports</b> .....	<b>11</b>
NiteLine Service .....	11
NCAD 50808.....	11
AWARE .....	11
Childline .....	11
BodyWhys .....	11
<b>7. Get involved</b> .....	<b>12</b>
Access and Outreach .....	12

**Owner** Access Officer

**Next review date** May 2022

Version	Modified by	Summary of modifications
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

## 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 (temporarily unavailable), 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/](http://www.ncad.ie/students/support-services/)

### Student Information desk on campus



01 636 4200



[information@staff.ncad.ie](mailto:information@staff.ncad.ie)

### Student Code



[www.ncad.ie/files/download/NCAD\\_Student\\_Code\\_V3\\_FINAL\\_20181119.pdf](http://www.ncad.ie/files/download/NCAD_Student_Code_V3_FINAL_20181119.pdf)

### NCAD Students' Union

President: Caoimhe Cronin

Vice-President: Amy Kerr



[www.ncadsu.ie/homepage](http://www.ncadsu.ie/homepage)



01 636 426



[ncadsu@gmail.com](mailto:ncadsu@gmail.com)



@ncadsu



Facebook: [ncadsu](https://www.facebook.com/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.

If your difficulties can be linked to the Covid-19 pandemic, there is a Covid-19 version of the form that may be helpful in describing the nature of the challenges you are facing.

### 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)

## Further Information

### Extenuating Circumstances



Overview:

[www.ncad.ie/files/download/Extenuating\\_Circumstances\\_Overview\\_V2.pdf](http://www.ncad.ie/files/download/Extenuating_Circumstances_Overview_V2.pdf)



Policy:

[www.ncad.ie/files/download/Extenuating\\_Circumstances\\_Policy.pdf](http://www.ncad.ie/files/download/Extenuating_Circumstances_Policy.pdf)



Form:

[www.ncad.ie/files/download/Extenuating\\_Circumstances\\_FORM\\_V3.docx](http://www.ncad.ie/files/download/Extenuating_Circumstances_FORM_V3.docx)

### Covid-19 Extenuating Circumstances



Form:

[https://www.ncad.ie/files/download/Covid-19\\_Extenuating\\_Circumstances\\_Form.docx](https://www.ncad.ie/files/download/Covid-19_Extenuating_Circumstances_Form.docx)



Covid-19 Remote Study Only Extenuating Circumstances Request Form:

[https://www.ncad.ie/files/download/Extenuating\\_Circumstances\\_Form\\_\(Covid-19\)\\_Remote\\_Study\\_Only\\_Request\\_Form\\_2021.docx](https://www.ncad.ie/files/download/Extenuating_Circumstances_Form_(Covid-19)_Remote_Study_Only_Request_Form_2021.docx)

### Doctor or nurse appointments



[information@staff.ncad.ie](mailto:information@staff.ncad.ie)



01 636 4200

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

- 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.

### 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. This service is temporarily unavailable. Students will be notified when the service resumes.

## Further Information

### Counselling Service

Linda Mackin



Text to 087 951 9819



[counsellor@staff.ncad.ie](mailto:counsellor@staff.ncad.ie)



Monday to Thursday from  
10.30am to 4.00pm

### Careers Advisory Service

This service is temporarily unavailable. Students will be notified when the service resumes.

### 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 via ZOOM, to help students whose second language is English.

- DAY: Thursdays
- TIME: 5.00pm-6.30pm
- Email Denis Kehoe if you wish to join:  
[kehoed@staff.ncad.ie](mailto:kehoed@staff.ncad.ie)

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](mailto:mahert@staff.ncad.ie)

##### English Language Support Group

Denis Kehoe, English Language Lecturer



Thursdays from 5.00pm to 6.30pm via Zoom. Email Denis for a link:



[kehoed@staff.ncad.ie](mailto: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

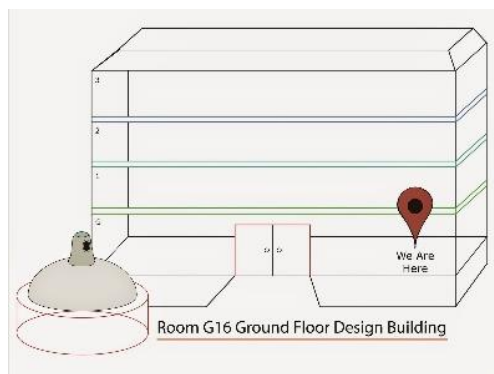
The Assistive Technology Service provides students with software, AT facilities, advice and training to assist them with writing and research.

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.

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



### Further Information

#### Student Learning Support Service



[www.ncad.ie/student-learning-support-service/](http://www.ncad.ie/student-learning-support-service/)

Finola McTernan, Access Officer  
mcternanf@staff.ncad.ie



[learningsupport@staff.ncad.ie](mailto:learningsupport@staff.ncad.ie)

#### Assistive Technology Service



[www.ncad.ie/student-learning-support-service/](http://www.ncad.ie/student-learning-support-service/)



<http://ncadat.blogspot.com>



Room G16, Ground Floor, Design Building



[assitivetech@staff.ncad.ie](mailto: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 Access Officer, [mcternanf@staff.ncad.ie](mailto:mcternanf@staff.ncad.ie) or the Learning Support Tutor, [learningsupport@staff.ncad.ie](mailto: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.

- 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](mailto:mcternanf@staff.ncad.ie)

## 5. Show me the money

### Maintenance Grants

All queries regarding fees and grants should be directed to: [feesandgrants@staff.ncad.ie](mailto: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 5 November 2021.

The deadline for submitting applications in Trimester 2 is Friday 28 January 2022.

If you require help with completing this form, contact [access@staff.ncad.ie](mailto: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 5<sup>th</sup> November 2021.

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 Trimester 1, [mcternanf@staff.ncad.ie](mailto:mcternanf@staff.ncad.ie)

### Further Information

#### Maintenance Grants



[feesandgrants@staff.ncad.ie](mailto:feesandgrants@staff.ncad.ie)

#### Student Assistance Fund Childcare Support Fund



Information & Application  
Form:

[www.ncad.ie/students/support-services/student-assistance-fund-1/](http://www.ncad.ie/students/support-services/student-assistance-fund-1/)

Finola McTernan, Access Officer



[studentassistance@staff.ncad.ie](mailto:studentassistance@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.

### 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](http://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](mailto:alex@bodywhys.ie)



[www.bodywhys.ie](http://www.bodywhys.ie)

## 7. 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 Access Officer, Finola McTernan directly.

### Further Information

#### Access Officer

Finola McTernan



[mcternanf@staff.ncad.ie](mailto:mcternanf@staff.ncad.ie)