

# Student Services

## DEAN OF STUDENTS

The overall experience of students at Trinity is based on a mixture of the academic programmes, student led activities, and the student services. The role of the Dean of Students is primarily to develop policies and initiatives that integrate the co-curricular and extra-curricular activities with the academic programme in order to provide a well rounded and balanced student experience. Thus the Dean is, *inter alia*, Chair of the Student Life Committee, one of the main functions of which is to consider how the student experience should develop in the future. Members include representatives of student unions, societies, sports clubs as well the library, academic registry and student services (including in alphabetical order: careers, chaplaincy, counselling, day nursery, disability, health, postgraduate advisory service, sport, student learning development and tutorial services).

## CAREERS ADVISORY SERVICE

The Careers Advisory Service ([www.tcd.ie/careers](http://www.tcd.ie/careers)), which is part of [Trinity Teaching and Learning](#), supports students to explore their career ambitions and plan how to achieve them. The service operates in a fast-changing and outward-facing environment with the flexibility to be responsive to the needs of its stakeholders (undergraduate and postgraduate students, graduates, academic staff and employers). It provides careers education, information, skills and guidance to students and recent graduates to enable them to realise their career potential and equip them with the skills to succeed in the workplace of the future. It also works in partnership with external partners (e.g. national and multinational employers, government, SMEs, not-for-profit organisations) to ensure local and global opportunities for students and graduates, and provides specific services including:

- career planning and preparation (how to plan your career and prepare for your job search through individual advice and guidance sessions, CV/LinkedIn clinics, practice interviews);
- careers education (credit and non-credit bearing programmes to develop key skills and personal and career insight);
- MyCareer (our online career management portal which allows appointment and event bookings and viewing of job opportunities);
- access to employers and alumni through careers fairs, sectoral fora and events;
- alumni-to-student mentoring;
- careers information on the labour market, graduate employment outcomes and job profiles;
- online careers resources and tools;
- employability awards, scholarships and bursaries.

While the service is open all year round to students across all years and all programmes (undergraduate and postgraduate), it is particularly important that final year undergraduates make contact with the service early in the first term to enable them to meet the early graduate recruitment and postgraduate course closing dates for application.

### Regulations

Any past or present member of the College may register with the service, subject to the following regulations:

- 1 Individuals must register at the MyCareer section of the website ([www.tcd.ie/careers](http://www.tcd.ie/careers)).
- 2 While there is no fee for registration, nominal charges may apply for specific services (see [www.tcd.ie/careers](http://www.tcd.ie/careers) for further information).

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### CHAPLAINCY

The chaplains are representatives of the main Christian churches in Ireland who work together as a team, sharing both the College Chapel and the Chaplaincy in House 27. The Chaplaincy is a place of welcome and hospitality for all members of the university community. It assists students and staff in any way that they can, always providing a friendly listening ear. To those who seek it, the Chaplaincy offers pastoral guidance and spiritual accompaniment through a programme of faith development, seminars, discussion, prayer groups and pilgrimages organised throughout the year. The Chaplaincy promotes a deeper understanding of Christian faith and spirituality, and promotes compassionate care for all staff and students of all faiths and none.

Traditional worship in various traditions is carried in the chapel on a regular basis, and contemporary worship and discussion events also take place around the campus. Several key ecumenical events take place every year, and the chaplaincy provides a haven for students every day providing free tea, coffee and biscuits – every Tuesday during term there is also a free student lunch.

### DAY NURSERY

Established in 1969, the Day Nursery was the first on-site workplace nursery in Ireland. It is a recognised College service, catering for the children of College students and staff. It takes care of children from 3 months to 4½ years of age, operating five classrooms.

The fees for the Day Nursery are €145 per week for students and €223 per week for staff. There is also a sibling rate for two children, €262.50 for students and €404 for staff.

#### *Funding Programmes a parent might qualify for*

1 ECCE – Early Childhood Care and Education scheme, also known as the free preschool year. The parent is entitled to 38 weeks of part-time childcare for free, usually 3.5 hours a day. For a child to be eligible for this they must be in the Day Nursery, as it is generally a full time service, we apply a €64.50 reduction in fees for 38 pre-approved weeks. This results in the student paying €80.50 per week for 38 weeks and €145 per week for the remaining weeks. For staff this is €158.50 for 38 weeks, for the remaining weeks the fee is €223 per week. For more information follow this link: [www.gov.ie/en/publication/2459ee-early-childhood-care-and-education-programme-ecce](http://www.gov.ie/en/publication/2459ee-early-childhood-care-and-education-programme-ecce).

2 NCS – National Childcare Scheme. Service users can apply for the scheme by setting up a profile on the mygov.ie website. This scheme is means tested, providing a minimum funding of €20 toward your childcare costs per week. Assessment is based on the reckonable family income, this is calculated using the net family income, and deducting allowable items such as multiple child discount. It includes payments from DEASP, after tax, USC, and PRSI have been deducted. Further information about this funding scheme can be found at this link: [ncs.gov.ie/en](http://ncs.gov.ie/en).

Note: A parent cannot be in receipt of the NCS and ECCE at the same time, the two schemes are designed to provide wraparound care for families. Once a child is the correct age for the ECCE scheme they will graduate to this funding scheme.

The Day Nursery is situated in House 49/50, basement level. Further information can be obtained from the Manager by calling (01) 896 2277 or by emailing [coxao@tcd.ie](mailto:coxao@tcd.ie).

Website: [www.tcd.ie/about/services/daynursery](http://www.tcd.ie/about/services/daynursery).

### DEPARTMENT OF SPORT AND RECREATION

The Department of Sport and Recreation was established in 2000. 'Trinity Sport' is now the shared identity of the Department of Sport and Recreation and the Dublin University Central Athletic Club (D.U.C.A.C). Trinity Sport's mission is to inspire, engage and connect people in a suitable, inclusive and supportive environment and a vision to have sport at the heart of the Trinity experience. Links and collaborations exist with other College services to maximise the contribution sport can make to the entire College community. Trinity Sport provides top class sporting facilities, programmes and services to students, staff, graduates, members of the public,

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and communities. Trinity College Dublin has a proud sporting tradition and the impressive portfolio of sporting facilities at the university includes indoor and outdoor provision as follows:

### *Indoor sports facilities:*

#### *Sports centre (6,000 sq.m)*

Main hall (two basketball courts size) and ancillary sports hall (one basketball court size)

Climbing wall

Fitness theatre and studio, wellness studio, spinning studio, high performance gym

Swimming pool (25m x 6 lanes) with adjustable floor and deck level steam room and sauna

Orthopaedics and sports medicine clinic and treatment rooms (massage, physiotherapy etc.)

Board room (for meetings and seminars)

#### *Trinity Hall (4,500 sq.m)*

Sports hall (badminton court size), two squash courts and a fitness theatre

### *Outdoor sports facilities:*

#### *On campus*

##### *College Park*

Cricket pitch and athletics (summer) – soccer and hockey (winter)

Three synthetic tennis courts / one converts to futsal pitch

Natural grass floodlit rugby pitch

Natural grass croquet lawn

#### *Off campus*

##### *Santry sports grounds*

Located on Santry Avenue, the 34-acre sports facility is approximately 5km from the campus and provides five natural grass pitches for soccer, rugby, GAA (with small viewing terrace), ultimate frisbee and American football, one floodlit international standard water based pitch for hockey, changing rooms, and function room facilities.

##### *Iveagh grounds*

Located on Crumlin Road, the 17-acre sport facility site recently acquired provides for GAA, soccer, rugby, hockey and bowls, with a bar and function area, and changing room space. The site will be developed to provide for better training, flood lit, with artificial training surfaces.

##### *Islandbridge boathouse*

Situated two miles upstream from the campus, and at just under seven acres, Islandbridge is home to our rowing clubs. As well as a training base for crews, the boathouse hosts the annual Trinity Regatta that involves crews from all over Ireland and dates back to 1898, with storage, and a dining and function area.

There are almost fifty sports clubs in Trinity, including hockey, soccer, swimming, rugby, basketball, volleyball, tennis, rowing, gaelic games, cricket, and martial arts, among others. The sports clubs' governing body is known as Dublin University Central Athletic Club (D.U.C.A.C.) and information on the sports clubs may be obtained at <http://www.tcd.ie/Sport/student-sport/clubs/>.

Trinity Sport provides a high performance programme for focus sports and sport scholarships to assist talented students and clubs to achieve sporting excellence alongside academic success. Trinity Sport also places a key focus on the recreational sporting opportunities available to students, as fundamental to the health and well-being of the campus community. Trinity Sport also engages widely with the general public and local community groups.

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### *DISABILITY SERVICE*

The Disability Service was formally established in 2000. It provides supports and services to College disabled students and staff. The ethos of the Disability Service is to move from a transactional model of provision - where students are passive recipients of supports - to a transformational model of resource usage, where students take an active part in planning their educational journey.

Disabled students and staff are encouraged to apply for reasonable accommodations with the Disability Service to seek supports where a disability could affect their ability to participate fully in all aspects of their course, placements and internships included.

College is committed to a policy of equal opportunity in education and to ensuring that disabled students and staff have as complete and equitable access to all facets of College life as can reasonably be provided. College has, in accordance with the [Disability Act 2005](#), the [Equal Status Act, 2000](#) (as amended) and the [Universities Act, 1997](#), adopted a reasonable accommodation policy and associate code of practice that applies to all disabled students and staff studying and working in College.

The Disability Service is available throughout the year to all disabled students and staff of the College, Monday through Friday.

### *HEALTH SERVICE*

The Health Service is available to all registered students throughout the year, Monday to Friday. Sessions, attended by one of the medical officers, are held daily and appointments should be made with the secretary on 01 896 1591/1556. The psychiatrist is also in attendance for a number of sessions each week and will see students referred by one of the medical officers or student counsellors. The physiotherapist is in attendance throughout the year in the Physiotherapy Department, situated beside the Health Service on the ground floor of House 52.

#### *Emergency cover*

Outside office hours in cases of emergencies students should contact DUBDOC, weekdays 6 p.m. – 10 p.m., weekends and bank holidays 10 a.m. – 7 p.m. The telephone number for this service is 01 4545607. The service is based in St James's Hospital. The DUBDOC triage nurse will give telephone advice, arrange a house call or offer emergency consultation with a GP on duty in St James's Hospital. Students (with the exception of non-Irish E.U. students with medical card eligibility or students with medical cards) will be responsible for any fees incurred for consultation or home visit. Outside these hours please telephone Mediserve Homecare Ltd. 01 453 9333, who will send a doctor on request. Students (with the exception of medical card holders) will be responsible for any fees incurred for home visits.

#### *Hospital treatment*

Hospital treatment is supplied under the Hospital Services Scheme. The student will be responsible for any charges and fees incurred as a public or private patient while in hospital.

#### *Certificates*

Medical certificates will only be issued following consultation at the Health Service for those students with symptoms who have been certified for an absence of four or more days. All medical information is confidential and will not be disclosed without the student's permission.

#### *Overseas students*

All U.K. and E.U. students who are entitled to health benefits under E.U. legislation are requested to present their National Health Service card or European Health card on each visit to the Health Service. Overseas students not eligible for health benefits under E.U. regulations are required to take out private medical insurance in order to cover medical costs which they may incur during their period of study here.

### Charges

Attendance at the Health Service is available free to full-time registered students. There are charges to cover the costs for vaccinations, cryotherapy, pregnancy tests, emergency contraception and blood tests. Staff members are facilitated normally by appointment for a GP consultation fee of €45. With regard to physiotherapy, there is a charge of €20 per visit for students and €40 for staff.

The Health Service is not responsible for medical attention not sanctioned by one of its medical officers.

### POSTGRADUATE ADVISORY SERVICE

The Postgraduate Advisory Service (PAS) was established in 2009 to extend Trinity's historic and unique tutorial service to the postgraduate community. PAS offers free, independent, and confidential support, guidance and, in certain circumstances, advocacy to registered postgraduate students at Trinity College Dublin. PAS provides support in all aspects of the postgraduate experience and lifecycle at Trinity including, *inter alia*, supervision, academic progression, appeals, discipline, withdrawals, and financial hardship.

Specifically our services include:

- providing frontline confidential and free support, information, and referral via Student Support Officers for postgraduates;
- providing, on referral, named academics to provide independent advice, advocacy, and assistance via the panel of postgraduate advisors;
- providing a suite of complementary supports including informal mediation, workshops, and training;
- administering financial assistance and other funds to eligible postgraduates.

PAS is also available to help advise members of staff seeking clarification or guidance on postgraduate cases.

PAS is co-ordinated by the Postgraduate Student Support Officer who may be contacted by email at [postgrad.support@tcd.ie](mailto:postgrad.support@tcd.ie) or by calling (01) 896 1417.

### TRINITY STUDENT COUNSELLING, STUDENT LEARNING DEVELOPMENT AND STUDENT 2 STUDENT SERVICES

The purpose of the Trinity Student Counselling, Learning Development and Student 2 Student Services is to provide a range of student development services, supporting students through collaboration, connection and compassion. Our vision is to be an internationally accredited service delivering accessible social, academic, mental health and emotional wellbeing initiatives across the Trinity community, keeping students at the centre of everything we do. We offer expert training, peer-based interventions, academic and learning development support, therapeutic groups and individual clinical appointments to all registered Trinity students. We also offer consultation, training and crisis intervention strategies to staff cross-institutionally. All of our services are delivered in line with the university strategy and IACS (International Association of Counselling Services) accreditation standards.

### STUDENT COUNSELLING SERVICE

The Counselling Service works proactively and collaboratively within the university to promote positive student mental health, wellbeing and resilience, supporting students with their academic, personal and continuing professional development.

The Counselling Service is available throughout the year, free of charge to all registered students of the university. The service aims to provide an initial assessment appointment within two weeks of request. Students are then referred, depending on need, to one or more of the following options: wellbeing workshops and outreach activities, online programmes, mindfulness training, therapeutic groups, confidential professional counselling, other internal services (such as Disability or College Health), or referred to an appropriate external agency. Emergency or crisis

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intervention appointments are provided on a daily basis. Counselling appointments can be made by emailing [student-counselling@tcd.ie](mailto:student-counselling@tcd.ie). Opening hours are 9am–5pm (including lunch times) Monday to Friday, except Tuesdays and Wednesdays when the service is open during term time until 8pm. The service also operates in Trinity Hall. The Counselling Service is staffed by professional accredited counselling or clinical psychologists and psychotherapists, interns, assistant psychologists and trainees and currently offers in-person, online and telephone appointments.

Consultation, advice and training is provided for tutors, wardens and other members of staff to assist and support them in their role of caring for students. Additional training may be organised for schools or services on request.

The provision of services is governed by available resources as well as regulations and policies, including the director's obligations concerning safety. The service operates in adherence with a code of professional ethics and confidentiality.

### **STUDENT LEARNING DEVELOPMENT**

Student Learning Development assists undergraduate and postgraduate students to develop academic skills and competencies to improve performance and facilitate successful transition, progression and career readiness. Workshops and events are delivered on a range of academic skills throughout the year, including self-management skills, study and exam skills, effective presentations, academic writing, critical thinking, successful group work and viva preparation. Tailored workshops are provided and available to schools on request. Drop-in clinics and one to one appointments are also available to students, along with online study skills resources accessible via Blackboard.

Student Learning Development also operates the TCD Academic Writing Centre, offering a variety of writing services for all students helping them develop their academic writing skills. Services include individual appointments, writing groups and workshops. The Writing Centre is partially staffed by trained doctoral students from a variety of disciplines.

All Student Learning Development services can alternatively be delivered online on request.

Student Learning Development comprises staff with specialisms in educational and occupational psychology, occupational therapy, engineering and IT in education. They are supported by a volunteer cohort of retired senior academics and collaborate with student services, academic departments and other university services, such as the PAS, Tangent, the Library and Careers Advisory Service.

### **STUDENT 2 STUDENT**

Student 2 Student (S2S) is a student-led initiative designed to facilitate student engagement, transition and progression. It offers trained student mentors to every incoming undergraduate and visiting student at orientation, in groups who continue to support them throughout the year.

S2S also delivers the Peer Support programme – skilled one-to-one listening and support for all undergraduate and postgraduate students in Trinity, available on request.

Approximately eight hundred S2S volunteers are trained and supported in their roles annually by staff in the S2S office, and have the option of becoming members of the S2S society. They are given further opportunities to engage in leadership and decision-making roles, facilitating the enhancement of their graduate attributes and career-readiness skills. The S2S team has extensive experience in volunteer training, peer-engagement, community development and active listening and support work.

Along with Student Counselling and Student Learning Development, S2S collaborates closely with the Transition to Trinity Officer, the Senior Tutor's Office and the Students' and Graduate Students' Unions to enhance Trinity's student experience and to develop an inclusive campus community.

*TUTORIAL SERVICE*

The tutorial system in Trinity is one of the oldest structures of student support in College dating from the very beginnings of the University. The service is co-ordinated from the Senior Tutor's Office. On entry, an undergraduate student is placed in a 'chamber' under the care and responsibility of a voluntary member of the academic staff, called a tutor. The tutor offers a confidential, personal service to advise and guide on academic progress and also acts, as appropriate, as an advocate for the student in certain matters pertaining to College regulations and decisions. In addition, the tutor is often a useful gateway to a range of student services in College, such as the Student Counselling Service, the Health Service, the Disability Service, the Careers Advisory Service, Student Learning Development, and financial aid from the Senior Tutor's Office. Students will find the name and contact details of their tutor on the [student web portal](#).