

Student FAQ Guide



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Acronyms and Definitions

- **DBS** Dublin Business School
- **GP** General Practitioner (family doctor)
- **IRP** Irish Residence Permit (physical card for non-EU residents)
- **ISD** Immigration Service Delivery (government immigration office)
- IT Information Technology
- MS Office Microsoft Office (Word, Excel, PowerPoint, Outlook)
- **PMC** Personal Mitigating Circumstances (form for missed exams/assignments due to illness, emergency, etc.)
- PPSN Personal Public Service Number (Irish social security number equivalent)
- **QAH** Quality Assurance Handbook (DBS academic policies and procedures document)
- **QQI** Quality and Qualifications Ireland (national education quality body)
- **SCCM** Student Customer Care Management (DBS helpdesk ticketing system)
- **VISA** Official permission to enter/stay in Ireland (stamped in passport)



General Queries

Exams and Assessment

Will exams remain online for 2025/2026?

Yes. Exams continue online for the foreseeable future, including Summer exams. Limited exceptions exist for certain programmes - you'll be notified if this affects you.

What grade do I need to pass a module?

See our Repeat Assessment Information page for passing grades and requirements.

I cannot sit an exam or submit an assignment on time

Before the deadline: Submit a Personal Mitigating Circumstances (PMC) form or Assignment Extension Request through the <u>Student HelpDesk</u> with supporting documentation (medical certificate, etc.).

Important: Never assume approval until you receive written confirmation.

How do I repeat an assignment or exam?

Follow procedures on our Repeat Assessment Information page.



Academic Support

Will lectures be recorded?

Yes, except for modules with sensitive content requiring privacy. These will have key points recorded instead. Recordings supplement but don't replace attendance.

Quality Assurance Handbook (QAH)

The QAH contains all academic policies and procedures.

Essential reading for assessment, grading, and conduct requirements. Access the QAH here

Where is my class timetable?

- 1. **Personal timetable:** Use Outlook calendar in your student email (mydbs.ie)
- 2. Generic timetables: Visit tts.dbs.ie
- 3. Mobile access: Download Outlook App

Issues? Student HelpDesk

Can I change my course?

Deadline: Within 2 weeks of course start date only. Contact admissions@dbs.ie

Cannot accommodate: Mid-semester changes or after 2-week window.

Module changes/deregistration

Contact: Programme Coordinator via Student HelpDesk

Deadline: 2-week window at semester start

Limitation: Elective modules only (compulsory modules cannot be changed)



Student Services

Student cards for new students

• Timeline: Up to 2 weeks after classes begin

• **Notification:** Email to your DBS account when ready

• Attendance: Automatically corrected for period without card

• Photo upload: dbs.ie/photoupload

Lost student card replacement

Cost: €10 replacement fee

Process: Student HelpDesk

Letters and documentation

Self-service letters (instant):Student Dashboard

- Bank account opening
- PPSN (Personal Public Service Number) appointment
- Enrollment confirmation

Other letters: Student HelpDesk (3 working days processing)

Transcript requests

When available: After passing each stage of your course

Format: Digital via Digitary platform

Access: Email instructions sent automatically



Academic Calendar

View current year calendar

Important: Check exam periods before booking holidays

Personal details updates

Address/Phone: Student Dashboard > "Personal Details"

Keep current: Always maintain updated information

Attendance monitoring

Method: Scan student card at classroom readers before class

New students without cards: Attendance automatically updated when card received

Online class attendance issues: <u>Student HelpDesk</u> to log a ticket, complete with class details

(module, date, time, lecturer)

Won't be fixed: Forgotten cards, incorrect scanning, actual absences

Delayed updates: Up to 24 hours reflection time

Watch attendance tutorial

Parchment collection

Recent graduates: Parchments ordered after official results (8 weeks delivery)

Ready for collection: Follow emailed instructions

Questions: Submit helpdesk ticket



Fee receipts

Process: Log a ticket here

PPSN (Personal Public Service Number)

Information: Welfare Ireland PPSN Guide

Student letter: Available in Student Dashboard

Careers advice

Contact: Submit ticket, careersdevelopment@dbs.ie

Service: Careers Hub support available



Technology and Access

Password reset

Reset password here

Login troubleshooting guide

Computer services information

Moodle access

Access: elearning.dbs.ie

Features: Course materials, assessments, class recordings, feedback

Duration: Current academic year + 1 year (graduates: 4 months only)

Technical issues: Phone IT at 01-4177-573 or visit Helpdesk on the 2nd floor of Castle House

MS Office access

Duration: Until December 31st of graduation year

Note: Access cannot be reinstated after expiration

Computer problems

Report issues:

• Phone: 01-4177-573

Visit: IT Department, 2nd floor Castle House

Submit ticket

IT Services page



Parking

Location: Drury Street Car Park

Rates:

• **Daytime:** €2.50/hour (max €10) / Monday-Saturday 7:30am-1am

• Evening: €3 flat rate / Monday-Saturday 4:30pm-1am

• **Sunday**: Max €10 / 11am-9pm

Validation required: Punch ticket at Security Desk before paying

Library Services

Access and Hours

Physical location: 2nd floor, Aungier Street Campus

Online access: library.dbs.ie

Hours: Current opening hours

Study room booking

Process: Library website > Bookings > "Book a room" **Login:** Same credentials as Moodle

Limit: 1 hour per day per student Direct link: Book study room



Finding resources

Books and eBooks

Catalogue: books.dbs.ieReading lists: lorls.dbs.ie

Journal articles and databases

• A-Z Database guide: <u>libguides.dbs.ie/az.php</u>

• Subject guides: Available on library website (tailored by subject)

• Article search: Use search box on library homepage

Research support

One-on-one assistance: Book research appointment

Coverage: Accessing, evaluating, and preparing research

Book renewals

Online renewal: Login to renew books

Options: Select individual items or "Renew all"

Limitations: Cannot renew if holds exist or renewal limit reached



International Student Support

Immigration Services - First Registration

Required documents

Complete list: Irish Immigration website

Enrollment letter: Download from Student Dashboard

Registration process

First-time registration: <u>Step-by-step instructions</u>

VISA Renewal

Required documents

Complete requirements: <u>Immigration documentation list</u>

Renewal process

Online renewal: Renew existing permission

Eligibility: Previous registration with Dublin immigration services required

Work permissions (Stamp 2 visa)

Prerequisites

• Must be registered with Immigration Service Delivery (ISD)



• Must have Irish Residence Permit (IRP) card

Work hours allowed

Term time: Up to 20 hours/week (includes dissertation period and waiting for results) **Holiday periods:** Up to 40 hours/week

- June-September (inclusive)
- December 15 January 15

Accessibility Services

Registration process

Contact: Disabilities and Inclusion Officer or <u>Student HelpDesk</u>

Email: student.services@dbs.ie

Process: Personal meeting to discuss available support and registration procedures

Available support

Complete support guide: View disability supports

Student Life

Clubs and Societies

Overview

Total: 50+ active clubs and societies

Categories:



- 1. **Academic/Professional:** Business, data analytics, law, event management, sustainability, psychology
- 2. Cultural/Ethnic: DESI society, Italian Society, International students, Malaysian society
- 3. **Hobby/Interest:** Photography, gaming, music, dance, drama, chess, hiking, creative writing, debate
- 4. **Sports/Recreation:** Football, basketball, badminton, ultimate frisbee, tennis, sea swimming, volleyball, rock climbing, martial arts, yoga

Joining clubs

Cost: Free to join all clubs and societies

Sign-up: Clubs & Societies registration form

New clubs: Can start your own with like-minded individuals

College events

Registration: DBS Eventbrite page

Organizers: Student Experience Team and Student Union

Social media

Stay connected with DBS student life:

Instagram: @dbsstudentexperience
TikTok: @dbsstudentexperience

• Facebook: DBS Student Experience

• Spotify: DBS Student Experience Podcast

Getting your Student Leap Card

Getting your Student Leap Card



Dear student,

Thanks for your query about the Student Leap Card.

Students will have to wait until they are active on our systems (completed their registration and inductions) before applying for their Student Leap Card. Additionally, all applications are made directly through the **Student Leap Card portal**. You can either:

- Apply online, or
- Present your Student ID at a Student Leap Card agent location (see link here:).

Important: To apply you will need supporting documentation. For this you can use an **Enrolment Letter** (from DBS, signed & dated). You can also use your Student ID too. If your Student ID does not include a course end date, you will need to request a **General Reference Letter** through <u>students.dbs.ie</u>. This letter will be accepted by the Leap Card team as supporting evidence.

When applying, you will need:

- Date of birth
- Supporting documentation (Student ID, enrolment letter or reference letter)
- €5 refundable deposit + minimum €5 travel credit

Once you apply online and upload your verification documents, please wait for a **confirmation email** (up to 5 working days) before collecting your card from a Leap Card agent. You will need to bring your Student ID and a valid proof of age ID when collecting.

You can also check the status of your application here:



Health and Wellbeing

What if I get sick?

Assess your condition

Minor illness: Over-the-counter medication may suffice

Serious/worsening: Seek medical help promptly

Primary care options

Recommended GP service

DBS Partner: Dame Street Medical Centre

Location: Close to campus

Contact:

• Phone: 01 6790754

• Email: damestreetmedicalcentre@gmail.com

Registration: Book appointment to register as new patient

More information

Alternative care options

Pharmacy: Minor ailments, over-the-counter medications, pharmacist advice

Emergency care: Hospital emergency department





Emergency numbers: 112 or 999

Public health clinics: Non-emergency urgent care

Travel insurance: Contact provider for coverage guidance

Additional considerations

• Language support: Bring English-speaking friend if needed

- **Prescriptions:** Some over-the-counter medications elsewhere may require prescription in Ireland
- Rest and hydration: Essential regardless of illness severity

• Stay informed: Monitor local health advisories

Financial Information

Fee information

EU Students/Partners

EU Fee Sheet 2024-2025

International (Non-EU) Students

International Fee Sheet 2024-2025

Domestic Undergraduate Full-Time

Domestic Undergraduate Fees 2024-2025

Payment and account queries

All financial matters require a helpdesk ticket. Student HelpDesk

Response time: Within 48 hours



I want to go on a payment plan as a student

Please see the full payment options for students re-registering for Academic Year 2025/2026 - https://students.dbs.ie/dbs-payment-plan-information-2025-2026

Available services

- Payment plans (50%/25%/25% or 25%/75%)
- Payment receipts
- Account balance inquiries
- Corporate sponsorship forms
- Bank details (international and domestic)
- Account hold removal
- Refunds (year 2+ students)

Invoice delivery

Method: Sent to student email

September 2025/26 intake: Invoices sent by end of September

Missing invoice: Student HelpDesk

Emergency Contacts

• **IT Support**: 01-4177-573

Emergency Services: 112 or 999Student Services: <u>Student HelpDesk</u>

• Disabilities Officer: student.services@dbs.ie