Student FAQ Guide

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General Queries

Will exams remain online for the duration of 2024/2025?

Exams will continue to be held online for the foreseeable future, including Summer exams. There are limited exceptions to this for certain programmes. If your programme is an exception, you will be informed of this during the academic year.

Will all lectures be recorded and available after the live delivery?

Yes, other than a small number of modules where the content or discussion in the class is sensitive and unsuitable for recording. In this instance there will still be a

recording of the key points of the class. Recordings are not a replacement for attending your lectures.

Quality Assurance Handbook (QAH)

The policies and procedures that govern the running of DBS programmes are located within our Quality Assurance Handbook, located HERE.

We encourage all students to familiarise themselves with the QAH linked above, especially regarding assessment, grading, assignment submission and learner conduct.

How do I upload my photo for the student card?

Please upload your picture by going to dbs.ie/photoupload. You will find information about file size and type of picture to be uploaded on that same webpage.

I cannot sit an exam/I cannot submit my assignment on time

If you miss an exam, and have a PMC (Personal Mitigating Circumstances) you must submit a ticket via https://students.dbs.ie/dashboard/SCCM along with supporting documentation such as a medical certificate, or something equivalent. This documentation should be sent before the examination date.

If you are late submitting an assignment, an Assignment Extension Request must be submitted as a request through the Student HelpDesk students.dbs.ie/dashboard/sccm along with supporting documentation such as a

medical certificate, or an equivalent. This documentation should be received prior to the submission deadline.

PMC/Assignment Extension requests should never be assumed to be approved until written notice has been sent to you.

What grade do I need to pass a module?

Please check our Repeat Assessment Information page.

What is the procedure to repeat an assignment or an exam?

Please check our Repeat Assessment Information page.

Where can I find my timetable for my classes?

Once registered, you should use the Outlook calendar in your student email account to see your personal timetable, by logging into www.mydbs.ie. You can also download the Outlook App in order to view your personal timetable on your own device. Instructions for using the Outlook App can be found in the FAQ section of the Service Desk https://students.dbs.ie/dashboard/SCCM

Generic timetables can also be viewed using the following link tts.dbs.ie. Any issues with timetables should be flagged by logging a ticket HERE

How do I enquire about changing my course?

Please note a change of course mid stage through an academic year or 2 weeks after the start date of a programme cannot be accommodated. If you wish to request a change of programme in the first two weeks of your course or before classes start, please contact admissions@dbs.ie

I want to change or deregister a module

Contact your Programme Coordinator by logging a ticket to change or deregister an elective module. Please note there is a strict two-week window at the start of each semester in which you can change your modules, it is subject to availability. After this two-week window has elapsed, it will not be possible to change your modules. This is valid for elective modules only: compulsory modules cannot be changed. You will be informed if your programme has any elective modules.

Student cards for new students

You will receive an email in your DBS email account notifying you when your student card is ready for collection. This can take up to two weeks after the beginning of your classes. You can go to classes normally without your student card if you still do not have it, and your attendance will be fixed by us until the date you got your student card.

Moodle

Moodle is our virtual learning environment, and is used for many tasks during your studies. Here you will find access to your course material along with access or links to online, live or recorded classes.
Your assessments will be uploaded through Moodle and feedback given there also.
You will retain access to Moodle pages for the current academic year plus 1 year, with the exception of graduates, who lose access after 4 months.

Password Reset

If you need to reset the password please click this link here
If you are having difficulty with login please click here for instructions.
Link for computer services HERE

MS Office

Learners will have access to MS Office, including their DBS email, until the 31st December of the year they graduate. Please note this access cannot be reinstated.

Letter Requests

Letters can be downloaded from the Self Service area on your Student Dashboard. The letter will be emailed to your DBS account instantly. These letters are tailored for

opening a bank account, for a PPSN appointment, and to confirm your enrollment in DBS.

I am an international student and I need letters for my visa extension, for new accommodation, and to open a new bank account. Where do I get these from?

Please use our self service option in your Student Dashboard. If you need any other specific letter, it must be requested through a ticket- here. All letters will be processed within 3 working days.

I need a copy of my transcript of results

Transcripts will be available to you once you pass through a stage of your course. You will receive an email with information to create your account on Digitary, where you will receive your transcript digitally and have access to sharing and viewing your transcript.

Where do I find the Academic Calendars?

Academic Calendars are available here for the duration of the current academic year. Please check it for the holiday periods, exam sessions and reading weeks. Make sure you do not book any holidays during exam periods.

How do I update my personal details?

You can modify your address and phone number through your Student Dashboard under “Personal Details”.
Please make sure your personal details are always updated.

I have lost my Student Card, where do I get a new one?

Please log a ticket here to request a replacement Student Card in the event you have lost or misplaced it. Please note there is a fee of €10 for the replacement of lost cards.

Attendance Monitoring

Attendance is monitored by scanning your student card against the card readers in the classroom before class.
If you do not have a student card yet for being a new student, please wait until you receive an email confirming it is ready for collection. Your attendance will then be updated for the days you had no card.

If you participated in a class online and your attendance record wasn’t updated, please log a ticket via https://students.dbs.ie/dashboard/SCCM with all the details of the online class (module, date and time, lecturer). We will check the reports to confirm if you were in class, and amend your attendance accordingly.

If you have forgotten your card, incorrectly tapped your card, or actually missed classes for any reason, attendance will NOT be fixed.

If you experience any other issues with attendance on campus once you already have a student card, please contact your lecturer directly.

Please note attendance can take up to 24h to be reflected on Moodle.

To make sure you get attendance, please watch the video: Attendance Video
If you are absent from class and qualify for PMC circumstances (please refer to the Quality Assurance Handbook) submit a form to your Programme Coordinator along with your documentation.

I want to collect my Parchment

If you have already been notified that your parchment is ready, you will have received instructions about it and can proceed accordingly. Should you have queries, please contact reg@dbs.ie requesting your parchment, and the team will get back to you as soon as possible.

If you have only recently finished your programme/finished your final exams, parchments will not be ordered from QQI until your official results are released. They will then take up to 8 weeks to arrive with us at DBS. Parchments are first distributed at the graduation ceremonies but exceptions can be made on a case by case basis for early release.

I need a receipt of fees paid, how can I get one issued?

Please log a ticket by clicking here to request a receipt of fees.

How do I get a PPS Number?

Outlined below are the various steps required to obtain a PPSN: Welfare Ireland Website- PPSN
Letters for PPSN confirming you are a student at DBS are available in your Student Dashboard

Who can I talk to for Careers Advice?

Please log a ticket via the student helpdesk here.The Careers Hub will be delighted to help.

I am having some problems accessing Moodle.

Please phone IT: 01-4177-573

A computer is not working, what should I do?

If there is a problem with any of the computers that you are working on at DBS, it is important to report it to the IT Department, you can phone 01-4177-573 or log a ticket here. You can also see our Information Technology Services page for more information.

Where can I park my car?

Parking is available at Drury Street Car Park.

Daytime Rate - Max €10 - €2.50 per hour
Monday - Saturday 7:30am to 1am

Evening Rate - €3
Monday to Saturday 4:30pm to 1am

Sunday Rate - Max €10
11am to 9pm

To avail of these rates you must validate your ticket, by punching a hole in the ticket in the machine located at our Security Desks. Payment can then be made at the ticket machines in the car park.

Library Queries

How can I access the library?

You can access the library in person on the second floor of the Aungier Street Campus or you can access the library webpage here.

What hours is the library open?

Library opening hours can be viewed here

How do I book a study room?

On the top menu, go to Bookings and select 'book a room' you will be prompted to log in using your Single Sign-on details, the same you use to log in to Moodle. Note that a maximum one hour per day can be booked per student. Link

Where can I find resources for an assignment?

If you are looking for books and ebooks, please visit our catalogue (books.dbs.ie), or check out your reading list (lorls.dbs.ie/)

For journal articles, case studies and other online resources please visit our A to Z database guide: https://libguides.dbs.ie/az.php

If you are struggling to find subject-specific resources, please take a look at your Subject Guides on the library website. These are tailored to each subject to host materials that are particularly useful/relevant.

If you are looking for an article go to the home page of the library website and type the name of the article or key words in the search box.

Who should I discuss research with?

The library offers one to one support on accessing, evaluating and preparing your research. You can book a session at this link

How do I renew my books?

You can renew your books here. After logging in select individual items to renew and click Renew selected or simply click Renew all.Please note that if there are holds on a title or you have reached the limit of renewals you will not be able to renew.

International & VISA Queries

What documents do I need for my first appointment with the Immigration Services?

Please see the Irish Immigration Website for a list of documents you will need for an appointment with Irish Immigration Services.

You can download your enrollment letter (the General Reference Letter) to state you are studying at Dublin Business School from Self Service when logging in here.

What do I do if it is my first time registering with the Immigration Services?

If it is your first time registering with immigration, registration instructions are here.

What do I do to renew my VISA?

Please see here for the full list of required documents needed to renew your visa if you are already living in Ireland and currently hold a VISA.

Please see here to renew your visa permissions online if you have already previously registered with immigration services in Dublin.

What hours am I allowed to work on a Stamp 2 visa?

Students must have registered with ISD and received your IRP card- if you have not registered you are not eligible for work.

Under the conditions of a student visa (stamp 2) you can work up to 20 hours a week during term time. **This includes while doing dissertation or waiting for results.**

This is extended up to 40 hours a week during a holiday period, June to September inclusive and from 15 December to 15 January.

What do I do to renew my VISA?

Please see here for the full list of required documents needed to renew your visa if you are already living in Ireland and currently hold a VISA.

Please see here to renew your visa permissions online if you have already previously registered with immigration services in Dublin.

Disabilities Office Queries

How do I register for the Disabilities Services?

Please contact the Disabilities and Inclusion Officer via email student.services@dbs.ie who will arrange to meet with you and take you through support which can be provided.

Our officer will also guide you through the process for availing of these supports.

What disabilities are supported at DBS?

Information available soon.

What are the disabilities supports that are available to students on the register?

Information available soon.

Student Life Queries

How many Clubs & Societies are there?

There is a wide variety of clubs and societies that can be found in DBS, catering for all interests and passions. We have over 50 active clubs & societies.

1. Academic and Professional: These clubs and societies focus on specific academic disciplines or professional fields, such as business, data analytics, law, event management, sustainability, psychology, etc.

2. Cultural and Ethnic: These clubs and societies celebrate and promote the culture, traditions, and heritage of specific ethnicities or countries. DESI society, Italian Society, International student society, Malaysian society, and others.

3. Hobby and Interest: These clubs and societies are centred around shared hobbies or interests, such as photography, gaming, music, dance, drama, chess, hiking, creative writing, debate, etc.

4. Sports and Recreation: These clubs and societies are dedicated to sports and physical activities. Such as Football, basketball, badminton, ultimate Frisbee, tennis, sea swimming, volleyball, rock climbing, martial arts, yoga, etc.

We have a very diverse range of options available, and if you don't find a club that matches your interests, you can even consider starting your own club with like-minded individuals

How do I sign up for our Clubs & Societies?

During your inductions, a Clubs & Societies Sign-Up form will be shared. This is your way of showing your interest in any of our Clubs & Societies, who will follow up with you. All clubs and societies are free (there is no charge) to join.

CLICK HERE TO VIEW CLUBS & SOCIETIES SIGN-UP FORM

Where do I register for the college events?

It is simple to register for College events. The Student Experience Team and Student Union provide various student events throughout the year for students to get to know each other. For more information and how to purchase tickets, please check out our Eventbrite HERE.

What are the main social media networks?

Here are the links to all of our social media handles. Start following us now to keep up to date of what's going on.

INSTAGRAM - @dbsstudentexperience
TIKTOK - @dbsstudentexperience
FACEBOOK - DBS Student Experience

SPOTIFY - DBS Student Experience Podcast

Medical Information

What do I do if I get sick when I am in Ireland?

If you get sick while you're in Ireland, here are some steps you can take to ensure you receive the appropriate care and assistance:

Assess Your Condition: Determine the severity of your illness. If it's a minor ailment that you can manage with over-the-counter medication, you might not need immediate medical attention. However, if your condition is serious or worsening, seek medical help promptly.

Contact a Doctor or GP: If you need medical attention, you can call a local doctor (General Practitioner or GP) to schedule an appointment. They can provide advice, diagnose your condition, and recommend appropriate treatment.

Which Doctor or GP should I visit?
Dame Street Medical is the closest medical centre to the college, should students require a doctor's appointment.

Dame Street Medical is now taking on new patients and registering is extremely easy. To register simply book an appointment to see one of their doctors.

To book an appointment:
Call (01 6790754) or email damestreetmedicalcentre@gmail.com

Read more here.

What other medical options do I have outside of a GP?

Visit a Pharmacy: For minor illnesses or common ailments, you can visit a pharmacy (chemist) for advice and over-the-counter medications. Pharmacists in Ireland can provide guidance on non-prescription remedies.

Hospital or Emergency Care: In case of a medical emergency or if your condition is severe, go to the nearest hospital emergency department. Dial 112 or 999 for emergency services in Ireland.

Travel Insurance: If you have travel insurance, contact your insurance provider to understand the coverage and procedures for seeking medical care. They can guide you on how to proceed and what documentation you might need.

Public Health Clinics: Depending on the nature of your illness, you might be able to visit a public health clinic or urgent care center for non-emergencies.

Language Barrier: If English is not your first language and you're having trouble communicating your symptoms, consider having a local friend or someone who speaks English accompany you to the medical facility.

Prescription Medication: If a doctor prescribes medication, you can have it filled at a pharmacy. Keep in mind that some medications that are available over the counter in other countries might require a prescription in Ireland.

Rest and Hydration: Regardless of the severity of your illness, make sure to rest, stay hydrated, and follow any medical advice you receive.

Stay Informed: Keep up to date with local health advisories, especially if there are any specific health concerns or outbreaks in the area.

Remember that it's important to seek appropriate medical care when needed. If you're unsure about the best course of action, don't hesitate to ask locals or staff at your accommodation for guidance. It's also recommended to have a basic understanding

of your travel insurance coverage before you travel to ensure you know what to do in case of illness.

FINANCE QUERIES? Please log your ticket!

For the following information relating to Financial matters for your student account please refer to the Helpdesk on Moodle and raise a ticket for the following queries. We will endeavor to respond within 48 hours for each ticket.

- Installment plan 50%/25%/25%
- Payment plan 25%/75%
- Receipts of payment
- Existing balances on account
- Corporate Sponsorship Form if your Employer is paying/part paying
- Bank details, both International and Domestic payments
- Account on Non payment HOLD
- Refund (students in year 2 onwards)

What are my Fees for next term?

Euro students/ partners

see here

International students (Non EU students)

see here

Domestic students - Undergraduate - FT

https://www.dbs.ie/docs/default-source/fee-sheets/dbs-fees-2024-2025-ftug-(eu).pdf?sfvrsn=bab70eb_2

What do I do to renew my VISA?

Please see here for the full list of required documents needed to renew your visa if you are already living in Ireland and currently hold a VISA.

Please see here to renew your visa permissions online if you have already previously registered with immigration services in Dublin.

When will I receive my INVOICE?

From this year, students will receive their invoice to their student email. For the September 24/25 intake we will endeavour to email you the invoice before the last day of September. If you have checked your email and are unable to see your invoice, please log a ticket on the Helpdesk and we will send you a copy.