

# FAQs for International Students Studying At DkIT

Last Updated: Monday 23<sup>rd</sup> March 2020, 13:00

## 1. What is the current advice to International Students studying at DkIT at this time?

We have received correspondence from a number of our international students in recent days who wish to return home as a matter of urgency but who are worried about the consequences in relation to their studies and examinations. The Institute would encourage all students to return home at this time in line with HSE guidelines in this regard.

I wish to assure you the Institute is in the process of making arrangements to facilitate the continuation of study and completion of the semester remotely.

We are working to ensure you are given every possible opportunity to complete. As you are aware, we brought forward study week from May to commence the week commencing March 16<sup>th</sup>, 2020.

Commencing Monday, 23<sup>rd</sup> March 2020, all teaching will resume through remote means (where possible). Teaching will be delivered remotely via a variety of methods, some will be delivered via recorded video, live links or through alternative means. It is important that you continue to check [Moodle](#) and your student emails regularly for the latest guidance on remote delivery of your individual classes.

Lecturers will be uploading teaching resources through [email](#) and [Moodle](#). Where possible they will attempt to follow the existing Academic Calendar, unless otherwise communicated.

We are all dealing with an unprecedented situation but I would like to assure you all that we are working to minimise stress and anxiety during this difficult period. We appreciate that this is a difficult time for you and your families as we all guide ourselves through uncharted waters.

We will endeavour to ensure that no student will be disadvantaged by any decision they make to return home in the coming days and the final semester assessments whether through normal examination at the first available opportunity or through alternative methods of assessment will fully meet quality assurance guidelines that are in line with national norms.

## 2. I am an international student and am unable to return home at this time, what supports will be available to me at this time?

In this case, you are advised to contact the international office to inform them of your situation by emailing [international@dkit.ie](mailto:international@dkit.ie).

**Multi-Lingual Informational Resources About COVID-19**

The HSE has published a series of [informational resources](#) relating to COVID-19 in 17 different languages including Arabic, Chinese, Farsi, Polish, Spanish, Urdu and more! [Click to view multi-lingual resources.](#)

### **Access to Student Services and Learning Supports**

During the period of campus closure DkIT will endeavour to provide access to student services via remote means.

Below we have included some of the ways that you can avail of student supports during this period. Our student support team are working remotely to support you where possible during this period.

### **Health Unit**

During the period of scheduled campus closure, the DkIT Health Unit staff are available via telephone from 9am to 5pm (weekdays) for advice to students. Please use the below telephone numbers:

- [089 2512274](tel:0892512274)
- [089 4749683](tel:0894749683)

Alternatively, you may contact them by email at [healthunit@dkit.ie](mailto:healthunit@dkit.ie) detailing your contact number and they will return your call.

Students who have flu-like symptoms are encouraged to ring their own GP or in the case of an emergency phone 999. Information on the Corona-Covid 19 Virus is available on [HSE website](#).

### **Counselling**

During the period of campus closure, the Student Counselling Service will continue to provide a service by telephone, online and by video calls during normal working hours

- If you have a booked appointment your counsellor will contact you by phone or email and will discuss your support options with you
- We are aware that you may not have privacy to engage by phone or video and in this case we can have email contact.
- For any new clients who are in need of support you can contact us at [counsellor@dkit.ie](mailto:counsellor@dkit.ie) or you can self-refer in the usual way [www.dkit.ie/student-counselling](http://www.dkit.ie/student-counselling)
- Once we hear from you we will send you some registration forms and on receipt of these, we will be in touch with you about a suitable time

Please do not feel alone or isolated or anxious during this time contact us at [counsellor@dkit.ie](mailto:counsellor@dkit.ie). Do try to keep in touch with each other via class WhatsApp groups etc.

### **Useful Contact Numbers:**

- Samaritans 116123
- Pieta House 1800247247
- Rape Crisis NE (042) 933 9491

### **Work Placement**

For information on this service please visit: <https://www.dkit.ie/about-dkit/coronavirus/student-update.html#placement>

### **DkIT Sport**

For information on this service please visit: <https://www.dkit.ie/about-dkit/coronavirus/student-update.html#dkit-sport>

**Examinations**

For information on this service please visit: <https://www.dkit.ie/about-dkit/coronavirus/student-update.html#examinations>

**Disability Services**

For information on this service please visit: <https://www.dkit.ie/about-dkit/coronavirus/student-update.html#disability-services>

**Access**

For information on this service please visit: <https://www.dkit.ie/about-dkit/coronavirus/student-update.html#access>

**Pastoral Care**

For information on this service please visit: <https://www.dkit.ie/about-dkit/coronavirus/student-update.html#pastoral-care>

**Careers Office**

For information on this service please visit: <https://www.dkit.ie/about-dkit/coronavirus/student-update.html#careers-office>

**Library**

For information on this service please visit: <https://www.dkit.ie/about-dkit/coronavirus/student-update.html#library>

**Moodle Supports for Students**

For information on this service please visit: <https://www.dkit.ie/about-dkit/coronavirus/student-update.html#moodle-supports-for-students>

**Academic Administration**

For information on this service please visit: <https://www.dkit.ie/about-dkit/coronavirus/student-update.html#academic-administration>

**Student Assistance Fund**

For information on this service please visit: <https://www.dkit.ie/about-dkit/coronavirus/student-update.html#Saf>

**IT Support for Students**

For information on this service please visit: <https://www.dkit.ie/about-dkit/coronavirus/student-update.html#IT-support-for-students>

**3. I am an international student and I have decided to return home at this time. Will this affect my ability to complete my academic programme at DKIT?**

No, we will endeavour to ensure that no student will be disadvantaged by any decision they make to return home in the coming days and the final semester assessments whether through normal examination at the first available opportunity or through alternative methods of assessment will fully meet quality assurance guidelines that are in line with national norms.

Further updates will follow. For any specific questions, please contact [international@dkit.ie](mailto:international@dkit.ie)

#### 4. What happens if I become ill during the COVID-19 outbreak.

All international students who are studying on a full-time basis in Dkit should follow the standard advice that Dkit is issuing on a regular basis to all of its students in relation to their health and wellbeing at this time.

Students who have flu-like symptoms are encouraged to ring their own GP or contact the Health Unit (see contact information below). In the case of an emergency phone 999. Information on the Corona-Covid 19 Virus is available on [HSE website](#).

##### **Contacting the Health Unit:**

During the period of scheduled campus closure, the Dkit Health Unit staff are available via telephone from 9am to 5pm (weekdays) for advice to students. Please use the below telephone numbers:

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**For Urgent Enquiries** you may contact the following mobile number to speak with the International Office Manager, Noreen Carney +353 (0)87. 834 8611

#### 5. I am planning on returning home but I need a letter to prove my fitness to travel.

If you have booked your flight home and you require a letter from Dkit Health Unit on your fitness to travel, please contact Dkit Health Unit during office hours (9am – 5pm) by phone on +353 (0)89 251 2274, or by email to [healthunit@dkit.ie](mailto:healthunit@dkit.ie)

**Where possible, please give a minimum of 24 hours notice when requesting a letter from the Health Unit.** Staff in Dkit Health Unit are very busy at this time dealing with COVID-19 queries.

The Health Unit will provide letter assistance at the weekend, for urgent cases.

Please provide the following when you email the Health Unit with a letter request:

- **Your passport name**
- **Your date of birth**
- **Your address in Dundalk**

- Your mobile phone number.