



Learner Handbook

Ballymun

2025/2026

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City of Dublin FET College - Campus Locations



Introduction

The City of Dublin FET College's Adult Education Service runs classes in over 200 venues across Dublin.

Our core belief is that every person has a right to access education and training opportunities that will enable them to achieve their full potential.

Our goal is to make learning open to everyone and create a friendly, welcoming space where people can grow and learn in a way that suits their needs.

This handbook helps explain the rules and support services available to all learners.

We look forward to supporting your learning journey.

Adult Education Service Team 2026

Learner Admission Policy

The Adult Education Service is open and welcoming to everyone, and staff will make every reasonable effort to help and support you.

You must be over 16 and out of mainstream school to attend the Adult Education Service.

Learners with special support needs are encouraged to share this with the service when applying for a course.

Places are limited, so you might not get your first choice. If classes are full, your name may go on a waiting list, or you might be offered another course.

Some courses may ask for a skills assessment.

Entry Guidelines:

The following will be considered when you are interviewed/come for a chat:

- Is the course right for you?
- Will you benefit from the course?
- Are you ready to participate in the course in a positive way?
- Can you attend classes regularly?

Some courses have criteria you have to meet. For example: age, stamp status, levels of education, employment status, visa.

How to Apply:

1. Apply in person at the centre, through Guidance, by phone, or via FETCH.
You will be contacted by a member of staff to find a course that suits you.
2. Find the right course.
If a course does not suit you, we will talk to you about other courses.
3. Offer of a place.
If you are offered a place on a course, we will contact you with the details.
4. Learner enrolment form.
You will be asked to fill out a form to register for the course. Staff can help.

If You are Not Accepted:

You can appeal the decision (ask why):

Appeal can be verbal or written, by the applicant.

You will hear back within 10 working days.

You can meet with a staff panel and bring someone with you for support.

You will not be treated unfairly for future applications.

Learner Support Charter

Dignity and Respect

The Adult Education Service is committed to ensuring dignity and respect for all learners and staff.

The Adult Education Service supports every person's right to study or work in an environment which is free from any bullying, harassment, or intimidation.

The charter focuses on positive behaviour.

Learners and Staff:

Respect

You have a right to be treated with respect and dignity.

You are expected to treat others with respect, too.

Everyone deserves to learn and work in a safe and respectful space.

Bullying or harassment is not tolerated.

Equality

Treat all cultures, backgrounds, and identities with respect.

Everyone is treated fairly, and you should do the same.

Engagement

Your voice matters, and your presence in class is important.

Respect the centre

Take care of the buildings and equipment.

Do not damage anything on purpose.

Alcohol and Drugs

Do not bring or use alcohol or illegal drugs on any premises.

Do not come to class under the influence of these.

Smoking and Vaping

Not allowed indoors.

Only use the designated outdoor area – this is at the end of the footpath beside the boiler chimney.

Your Belongings

You are responsible for your personal items.

Using Computers/ICT

Use school computers only for learning.

Do not download or share games, software, or offensive content.

Do not save or share other people's personal information.

Health & Safety

Your Safety

You must always act in a safe and responsible way.

If you are unsure how to use equipment, ask your tutor or other staff member.

Fire Safety

Know where the emergency exits are.

If the fire alarm goes off, follow tutor/staff instructions and leave the building immediately.

Food and Drink

Only eat or drink in allowed areas.

If you have a food allergy, talk to your doctor to learn how to manage this.

First Aid

First Aid boxes are in the general office or porter's area.

Locations for first aid:

Ballymun

First Aid boxes are in the:

1. Porters Office
2. Storeroom between the toilets in F Section.

Defibrillator:

Automated External Defibrillator (AED) is located on the wall beside staff canteen, on the right as you enter building.

Learner Support Team

This team is here to help with any issues that might affect your learning. They consider all parts of your wellbeing – including emotional, social, cultural, and educational needs. You can contact them if you need help. Posters in the centres have their details.

Key Contacts:

Area

Máirín Kenny (Adult Education Officer) – mairin.kenny@aes.cdetb.ie

Fiona Clarke (Guidance Counsellor) – fiona.clarke@aes.cdetb.ie

Ballymun

Clare Campbell (Adult Literacy Organiser) – clare.campbell@aes.cdetb.ie.

Yvonne McCarthy (Community Education Facilitator) – yvonne.mccarthy@aes.cdetb.ie.

Coolock

Leah Skipton (Adult Literacy Organiser) – leah.skipton@aes.cdetb.ie.

KLEAR

Breda Hayes (Adult Literacy Organiser) – breda.hayes@aes.cdetb.ie



ADULT EDUCATION GUIDANCE SERVICE

DUBLIN NORTH CENTRAL/EAST

What do we provide?

- Free, confidential session(s) with a qualified Adult Education Guidance Counsellor, who can help you plan the next step in your education.
- Information on courses, qualifications, financial and other supports for adults going back to full or part-time education.
- Help you make informed and suitable education choices.



Ballymun Adult Education Service Code of Conduct

All staff and students of the City of Dublin ETB Adult Education Service play an important role in ensuring that our services are safe and inclusive environments, where communities of learning can come together to share experience and grow. This includes both face-to-face and online environments.

CODE OF CONDUCT FOR LEARNERS:

- Respect every student and staff member, their time, diversity of traditions, values, beliefs, and language.
- Respect the learning and confidentiality of others.
- Attend, be on time, and participate in class.
- Inform staff in good time if I can't make class, will be late, or need to leave early.
- Respect the service's buildings, equipment and resources.
- Not bring illegal items or substances into the centre.
- Be free of the influence of alcohol/drugs in the centre.
- Refrain from any inappropriate behaviour while in the centre.
- Take responsibility for personal belongings.
- Maintain good standards of personal hygiene.
- Follow the Health and Safety guidelines of the service.
- Use social media/internet in an appropriate and respectful manner. (Ask a staff member for the CDETB Policy if you are unsure).
- Let my tutor know if I change address, phone number or other personal details.

The staff and resources of CDETB Adult Education Service are here to support both students and tutors on the learning journey.

If there is anything that you have questions about, please ask.

Contact person: Yvonne McCarthy

Phone number: 0868406100

Email address: yvonne.mccarthy@aes.cdetb.ie



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