



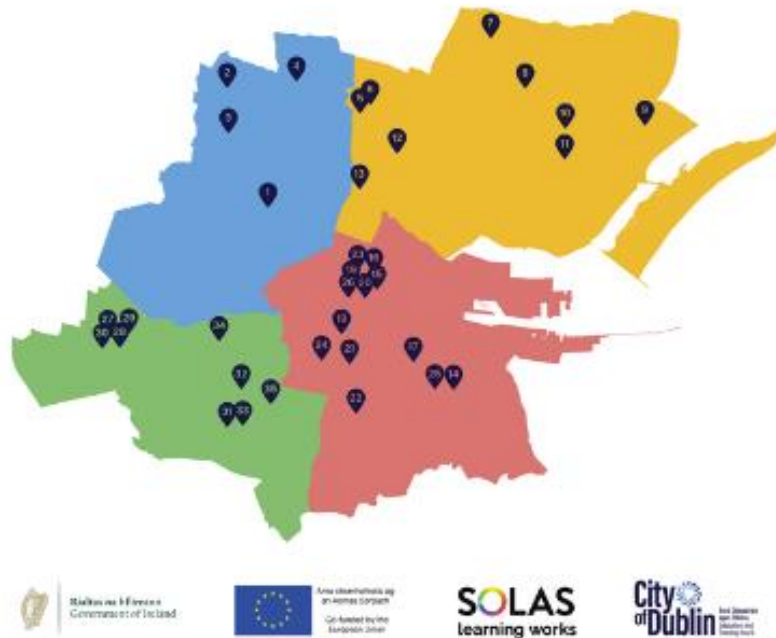
# **Learner Handbook Ballymun**

**2025/2026**

## Table of Contents

	Page
<b>Introduction</b>	3
<b>Learner Admissions Policy</b>	4
Entry guidelines	
How to apply	
<b>Learner Support Charter</b>	5
Learner rights and responsibilities	
<b>Health and Safety</b>	6
<b>Learner Support Team</b>	7
<b>Guidance Leaflet</b>	8
<b>Learner Code of Conduct</b>	9

## 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](mailto:mairin.kenny@aes.cdetb.ie)

**Fiona Clarke** (Guidance Counsellor) – [fiona.clarke@aes.cdetb.ie](mailto:fiona.clarke@aes.cdetb.ie)

#### **Ballymun**

**Clare Campbell** (Adult Literacy Organiser) – [clare.campbell@aes.cdetb.ie](mailto:clare.campbell@aes.cdetb.ie).

**Yvonne McCarthy** (Community Education Facilitator) – [yvonne.mccarthy@aes.cdetb.ie](mailto:yvonne.mccarthy@aes.cdetb.ie).

#### **Coolock**

**Leah Skipton** (Adult Literacy Organiser) – [leah.skipton@aes.cdetb.ie](mailto:leah.skipton@aes.cdetb.ie).

#### **KLEAR**

**Breda Hayes** (Adult Literacy Organiser) – [breda.hayes@aes.cdetb.ie](mailto: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



Rialtas na hÉireann  
Government of Ireland



Arna chomhchistiú ag  
an Aontas Eorpach  
Co-Funded by the  
European Union



An Roinn Breisoideachais agus Ardoideachais,  
Taighde, Nuálaíochta agus Eolaíochta  
Department of Further and Higher Education,  
Research, Innovation and Science

City of Dublin  
**FET College**

**SOLAS**  
learning works