STUDENT HANDBOOK

DT458 – Higher Certificate in Hospitality Management

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I. Welcome

A. Welcome by the Head of School
Dear Student,

I would like to welcome you to the School of Hospitality Management and Tourism. We are delighted to have you here and our staff is dedicated to helping you to develop as an individual and as a professional. Our programmes are the ideal launching pad for your successful future careers in the hospitality, tourism, event and leisure industries.

Wishing you every success,

Dr Dominic Dillane

B. Welcome by Chairperson of the Programme Committee

Welcome to DIT!

Welcome to all first year students joining DT458 – Higher Certificate in Hospitality management. I hope that you are ready for a productive and enjoyable year ahead in DIT. Please do not hesitate to contact on any issues that may arise for you on the programme

Best of Luck for the academic year.

Donncha O'Donoghue
School of Hospitality Management and Tourism
College of Arts and Tourism
Dublin Institute of Technology
Cathal Brugha Street
Dublin 1
Ireland
Phone: +353(0)14027547 | e-mail: Donncha.ODonoghue@dit.ie

C. Introduction to the Institute and the College of Arts and Tourism
The Dublin Institute of Technology became an independent body in January 1993, with independent powers and independent budgets and is now the largest third level institution in the State.

The mission of Dublin Institute of Technology is to provide an innovative, responsive and caring learning environment for a diverse range and level of programmes to students of all ages and backgrounds.

In doing so, DIT:

- combines the academic quality of a traditional university with career-focussed learning, discovery and the application of knowledge

- emphasises excellence in learning, teaching, scholarship, research and support for entrepreneurship,

- contributes to technological, economic, social and cultural progress, and is engaged with and within our community.

Dublin Institute of Technology has four colleges, the College of Arts and Tourism, College of Business, College of Engineering and Built Environment and the College of Sciences and Health. The college structure was implemented in 2010 and replaced the previous 6 faculties within DIT. The move to 4 college structures recognises the benefits that larger academic groupings can bring in terms of the education and research agenda of DIT, the development of new areas of excellence the efficient and effective delivery of administrative support to colleges and schools.

The College of Arts and Tourism is Ireland’s largest provider of education in visual, performing and media arts and the most widely recognised training and education programmes in the culinary arts and hospitality areas. The College has had a pioneering role in establishing the first higher education programmes in Ireland in creative arts and builds on a nationally established reputation in music performance, music education and drama. The College offers a stimulating learning environment, which specialises in interdisciplinary, collaborative research and creative practice that seeks to meet the changing needs of society and education in the twenty-first century. Students are encouraged to achieve the highest artistic and intellectual standards possible and to consider a wide range of career possibilities in traditional and emerging fields in Irish and international cultural, social, economic and public life. Graduates are highly sought after and successfully employed at all levels within the creative, hospitality and tourism industries.

The College of Arts and Tourism comprises the following schools

- School of Hospitality Management and Tourism
- School of Culinary Arts and Food Technology
- School of Creative Arts and Media
D. School of Hospitality Management and Tourism

Information

The School of Hospitality Management and Tourism, Cathal Brugha Street, has been synonymous with the hospitality and catering industry in Ireland since 1941. It is one of the three schools comprising the College of Arts and Tourism in the Dublin Institute of Technology. In Ireland, the School of Hospitality Management and Tourism is the leading centre of learning and teaching in hospitality, tourism, event and leisure management and has been designated as a World Tourism Organisation (WTO) Centre for Tourism Education and Research.

The School offers programmes ranging from Short Courses (Professional Development Modules), to evening/part-time programmes, full and part-time undergraduate and postgraduate programmes and Masters and PhD by research programmes.

The School actively participates with the wider tourism and hospitality industry through our Magictouch initiative, applied and academic research, conducted by our staff, and students. We are proud of our links with industry and our wider graduate network, which provides a great benefit to our students, in the classroom and beyond. More School related information can be obtained here [http://www.dit.ie/hospitalitymanagementandtourism/](http://www.dit.ie/hospitalitymanagementandtourism/)

1. Organisation of the School

The School of Hospitality Management and Tourism headed by Dr Dominic Dillane and is divided into two departments.

1. Hospitality Management – Department head Dr Ralf Burbach
2. Tourism – Department head Dr Denise O’Leary

School of Hospitality Management and Tourism
Dr. Dominic Dillane

Department of Hospitality Management
Dr. Ralf Burbach

Department of Tourism
Dr Denise O’Leary

2. Contact the School of Hospitality Management and Tourism
3. **School Staff**

A list of all staff in the School of Hospitality Management and Tourism is provided on the DIT website (http://www.dit.ie/hospitalitymanagementandtourism/staff/).
II. Programme Information and Management

A. Title of Programme and Award Sought
On successful completion of the programme the student will be awarded a Higher Certificate in Hospitality Management at level 6 on the National Qualifications Authority of Ireland (NQAI) Framework.

<table>
<thead>
<tr>
<th>Average Mark Band</th>
<th>Nature of Achievement</th>
<th>Classification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Equal or greater than 70%</td>
<td>Excellent Performance</td>
<td>Distinction</td>
</tr>
<tr>
<td>60% - 69%</td>
<td>Very Good Performance</td>
<td>Merit Upper Division</td>
</tr>
<tr>
<td>50% - 59%</td>
<td>Good Performance</td>
<td>Merit Lower Division</td>
</tr>
<tr>
<td>40% - 49%</td>
<td>Satisfactory Performance</td>
<td>Pass</td>
</tr>
</tbody>
</table>

A. Assessment for Final Award
Upon completion of the entire suite of modules as prescribed in the programme structure, the following modules will be used to calculate the final award, and will be calculated by the average of the total of all marks received for:

<table>
<thead>
<tr>
<th>Module</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fundamentals of Accounting</td>
<td>TFAC1001</td>
</tr>
<tr>
<td>Introduction to Rooms Division Management</td>
<td>TFHM1001</td>
</tr>
<tr>
<td>Food and Beverage Management</td>
<td>TFFB1005</td>
</tr>
<tr>
<td>Economics for Hospitality</td>
<td>TFEC1001</td>
</tr>
<tr>
<td>Managing HACCP</td>
<td>TFFB1003</td>
</tr>
<tr>
<td>Management Accounting - Costing and Decision Making</td>
<td>TFAC2003</td>
</tr>
<tr>
<td>Management 2</td>
<td>TFMG2001</td>
</tr>
<tr>
<td>Database &amp; Industry Software</td>
<td>TFIT2001</td>
</tr>
<tr>
<td>Human Resource Management</td>
<td>TFMG2002</td>
</tr>
</tbody>
</table>

C. Programme Aims
The overall aim of the Higher Certificate in Hospitality Management is to prepare learners academically and professionally leading to employment at management level in the dynamic world of the hospitality industry. This is achieved through a comprehensive programme designed to be challenging and fulfilling in an environment which focuses on the individual learner as an active participant in his/her own learning.

D. Programme Learning Outcomes
Knowledge

On successful completion of this programme the successful graduate will:
Have a specialised knowledge of the principles, theory and practice of hospitality management as applied within the sector at supervisory level.

1. Have a detailed knowledge of the role, constituents and operations of the hospitality industry at all levels.

Know-how and Skill

On successful completion of this programme the successful graduate will:

2. Demonstrate a comprehensive range of specialised skills and tools to address specific management problems, situations and contexts, within the hospitality industry at supervisory level.

3. Be able to utilise management, accounting, information technology, marketing, language and communication skills and tools to formulate responses to well defined abstract problems relating to the hospitality industry.

Competence

On successful completion of this programme the successful graduate will:

4. Be able to function and apply creative and technical skills in a range of varied and specified contexts within the hospitality industry at supervisory level.

5. Demonstrate an ability to provide leadership and initiative as a team member and team leader.

6. Demonstrate an ability to manage, make appropriate judgements, and take responsibility for their professional work.

7. Be able to work independently and to evaluate and identify one’s personal learning needs and take responsibility for one’s own learning.

8. Have the ability to assist others in identifying their own learning needs.

9. Show an awareness of the value of continuous personal development and be able to choose a career path within the hospitality industry or progress to higher level educational and training programmes.
10. Be able to express an internalised personal world view, reflecting engagement with others.

E. Nature of Programme

Nature of the Programme

The programme is structured in a fashion which allows students to acquire the basic skills required to proceed through the programme, in an environment which is conscious of the difficulties experienced in the period of transition to 3rd level education.

Developing Self Confidence - The focus of the first semester is on the development of the self-confidence of the student. This is done through supportive rather than judgemental approaches to assessment. The emphasis is on the formative/feedback components rather than on the summative/evaluative ones, which can undermine motivation at the earliest stages in a programme. The programme is designed in its early stages to consolidate and reinforce the decision of students to undertake this field of study, addressing the issue of student retention at the fundamental level of the individual’s motivation.

Tailoring the Programme to their Specific Requirements - Advancement through the programme sees the student encounter the dual approach of tackling progressively greater challenges while increasingly tailoring the programme to their specific requirements. A student will have the opportunity to choose streams or concentrations (Conference and Event, Rooms Division Management or Food and Beverage Management).

Research Skills - The development of research skills within the programme has been enhanced by the introduction of more focussed modules across the programme. Students will benefit from a culture of good research practice which has been adopted across all programmes and modules in the School Review. The development and adoption of a research style guide for the school, and its introduction and use from the first modules undertaken by a student ensures that the student encounters best practice from the outset and that this is reinforced throughout the programme. Regardless of which module a student is undertaking, the skills required for research and dissemination are being developed.

F. Programme structure and Duration
The Programme is offered over two years on a part-time basis. The programme is delivered on 1 day per week and is designed to enhance and add to the level of professionalism in the hospitality industry while also contributing to developing the business and professional acumen of individuals at various management levels in the industry.

**13 weeks of scheduled lectures, including a review week with an additional two weeks to cover programme/module assessments.**

The following modules are delivered on the programme. Each module is worth 5 ECTS credits

<table>
<thead>
<tr>
<th>Year of Programme</th>
<th>Semester 1</th>
<th>Semester 2</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Sept - Dec</td>
<td>Jan - May</td>
</tr>
<tr>
<td>Year 1</td>
<td>Faculty</td>
<td>Faculty</td>
</tr>
<tr>
<td></td>
<td>15 Weeks</td>
<td>15 Weeks</td>
</tr>
<tr>
<td>Year 2</td>
<td>Faculty</td>
<td>Faculty</td>
</tr>
<tr>
<td></td>
<td>15 Weeks</td>
<td>15 Weeks</td>
</tr>
</tbody>
</table>

G. Module Catalogue
A list of all programmes and module descriptors (including a list of essential and recommended readings and assessment weighting) is provided on DIT’s module catalogue [http://www.dit.ie/catalogue/](http://www.dit.ie/catalogue/).

**H. Module Exemptions**

DIT acknowledges, and gives value to, learning achieved prior to registering for a DIT programme or prior to seeking a DIT award. This process is called Recognition of Prior Learning (RPL). More information on RPL may be obtained here [http://www.dit.ie/academicaffairsandregistrar/recognitionofpriorlearning/](http://www.dit.ie/academicaffairsandregistrar/recognitionofpriorlearning/).

As part of the RPL or Accreditation of Prior Certificated Learning (APCL) process students may apply for an exemption from certain elements or modules of the programme. The School operates a very strict deadline for the application for exemptions and exemption application forms can be obtained from the School Office. Completed application forms including all supporting documentation must be received within two weeks from the start of the semester. Students must continue to attend modules, which they applied to be exempted from until they receive official confirmation of their exemption (by post or email) from the School Office.

**Modules subject to recognized prior learning (RPL)**

In addition modules mentioned above all students must complete a range of modules relating to hospitality operations management in their work placement either prior to or during the programme. These modules are.

1. **TFCM 1002  Communications 2**  (5 credits)
2. **TFPL 2001  Professional internship**  (30 credits)
3. **TFCA 1021  F & B Culinary theory**  (5 Credits)
4. **TFRS 2023  Food and Beverage Studies**  (5 credits)
5. **TFRD1001  Introduction to Rooms Division management**  (5 credits)
6. **TFHM1001  Hospitality Industry Studies**  (5 credits)

All students will be granted exemptions on these modules based on their cumulative work experience at the end of the programme. The exemptions will be granted based on the submission of a detailed work experience report at the end of the year 2.

**I. Module Assessment Schedule**

Learning on each module within the programme is normally assessed through a combination of continuous assessment and final exam. The following link details the information for the assessment and exams schedule for each module on the Higher Certificate in Hospitality Management programme.

[https://docs.google.com/spreadsheets/d/1sYj0Hu7n7X4PCpWHeX_49diLWTaJZwQtU6U2tBC7XDY/edit#gid=1838360985](https://docs.google.com/spreadsheets/d/1sYj0Hu7n7X4PCpWHeX_49diLWTaJZwQtU6U2tBC7XDY/edit#gid=1838360985)
J. Academic Calendar

DIT’s academic year is divided into two semesters. Semester 1 starts in September and finishes with student examination in January. Semester 2 starts at the end of January and finishes with student examinations in May and the release of results in June. Within each semester there is a review week which allows students to catch up, review their work, submit assessment and experience learning outside the classroom through project work and field trips. The full academic calendar can be accessed through the following link.

http://www.dit.ie/academicaffairsandregistrar/calendar/

K. Progression on graduation.

Graduate of the programme can continue in their studies as they gain access to the final year of the B.A. Hospitality management which is offered on a full-time (DT408) or part-time (DT460) basis.
II. Quality Assurance and Programme Management

A. Quality Assurance and General Assessment Regulations


This document explains in detail the process of monitoring and enhancing the quality of DIT programmes. For instance, it lays out the role of internal and external examiners in quality enhancement. DIT relies on the feedback from students, programme tutors, internal examiners and external examiners in its annual monitoring of programmes and modules.

An annual monitoring report in relation to the functioning of the programme in the past academic year is prepared by the Programme Committee and submitted through the Head of School (or nominee) to the College Board. This is a two-part process: the first part at the end of the academic year (June) deals with the proposal of major or minor modifications to the programme and their approval, while the final report is submitted and considered in the autumn term (November) of the succeeding academic year.

B. College and School Management

The Dean and Director of the College of Arts and Tourism, Mr. John O’Connor, is responsible for the strategic, operational and academic leadership of the College. He is assisted by the College Manager, Ms. Andrea Marcelin. The College has a College Leadership Team (CLT), consisting of the Heads of School within the College, which meets on a weekly basis, and a College Board, consisting of the management team of all Schools and elected staff and students union representatives, which meet once a month.

The School Executive, consisting of the Head, Assistant Heads, and structured lecturer of the School meet on a weekly basis.

C. Assessment and Feedback

1. General Assessment Regulations (GAR)
Any issues relating to assessment and feedback on programmes and modules in contained with the General Assessment Regulations (GAR) (http://www.dit.ie/qualityassuranceandacademicprogrammerecords/student-assessment-regulations/). The GAR contain information on progression, carrying subjects, examination boards (including appeals, rechecks, and reviews of assessment components and the appropriate deadlines), and award classifications.

In the School of Hospitality Management and Tourism we are committed to providing timely feedback on student assessment. Specific detail on student assessment and feedback are provided by individual lecturers.

2. Student Feedback

Students receive on-going and continuous feedback in relation to their performance and examinations throughout each module. This feedback may be disseminated in hard copy and / or electronic form. All semester and final results are communicated via the Electronic Grading Book (EGB) which can be accessed externally or internally by registered students.

3. Student Representatives

At the start of the academic year every class on this programme will be asked to nominate a spokesperson, the Class Representative. The student representative of each year of the programme will be invited the programme board meetings to present any issues that may be arising from the manner in which the programme is managed. These meetings are organised by the programme tutor. Please download and complete a nomination form from www.ditsu.ie to register a Class Representative with the students union, which holds regular class representative meetings.

4. Student Survey Questionnaire

As part of the DIT Quality procedures a number of reports concerned with monitoring and suggesting areas for improvement for programmes are generated which incorporate the student survey questionnaires (Q6 forms) which are distributed via webcourses at the conclusion of each module.

D. Programme Management

Each programme team (see table below) consists of the programme tutor, a year tutor, the programme board (all lecturers lecturing on a particular programme) and a student representative for each year of the programme. The programme board meets once per semester.

<table>
<thead>
<tr>
<th>Programme Tutor</th>
<th>Donncha O'Donoghue</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><a href="mailto:Donncha.odonoghue@dit.ie">Donncha.odonoghue@dit.ie</a></td>
</tr>
<tr>
<td></td>
<td>01 4027547</td>
</tr>
</tbody>
</table>
II.

III. Additional Information and Student Guidance

A. Registration / Induction

Students must be registered in order to be able to attend classes, access timetables, logon to the DIT computer network, access the library or use any of the DIT services. Information on how and when to register are provided by the admissions and registrations offices in DIT. More information on registration can be obtained here http://dit.ie/registration/. The registrations office deals with issues such as confirmation of registration letters (for instance for social welfare or student grant authorities), change of address, or collection of student cards.

The School of Hospitality Management and Tourism holds induction section for all years of all programmes on specified times and dates prior to the commencement of classes. More information can be obtained on the School website http://www.dit.ie/hospitalitymanagementandtourism/.

B. Student Timetables

Student timetables can be accessed from the DIT website on http://webtimetables.dit.ie/.

To access DIT Timetables:

Username: students
Password: timetables
A quick guide on accessing web timetables can be found here.

C. Communication with Students

The main media for communication with students will be the student’s DIT email account. DIT email can be accessed from here http://mydit.ie/mydit.ie/.

D. Careers Service

DIT provides an excellent career service (http://www.dit.ie/careers/). The contact details for the careers service advisor in Cathal Brugha Street are:
Sarah Brown
Careers Adviser
Dublin Institute of Technology Careers Service, Room 149, DIT Bolton Street, D.1. (main northside office) and Ground Floor, DIT 31 Marlborough Court, Marlborough Street, Dublin 1 (By appointment).
t: + 353 1 402 3859 e: tafcareers@dit.ie fb: DIT Careers Service twitter: @DitCareers

E. DIT Students Union (DITSU)

The DITSU website (http://www.ditsu.ie/) provides useful information on a variety of topics, e.g. education matters, welfare, or events.

F. Student Support Services

Information on a variety of Student Support Services can be found on the DIT Campuslife website (http://www.dit.ie/campuslife/). This website includes information on institute-level support for individual student needs, including

- Accommodation
- Campus Life office
- Careers
- Chaplaincy
- Counselling
- Disability Service
- Health Centre
- Mature Student Support
- Societies
- Sports
- Student Financial Aid
- Health and Safety
- DIT Clubs and Societies
G. Library

The Library website, [http://www.dit.ie/library/](http://www.dit.ie/library/), serves as a portal to a variety of online resources. It also includes a link to past exam papers.
H. Virtual Learning Environment – Webcourses

Lecturers utilise a virtual learning environment, called Webcourses, to make class notes, presentations, assignments available to students. You will be automatically registered on the modules that you take. Webcourses can be accessed from here [http://www.dit.ie/lttc/webcourseslinks/](http://www.dit.ie/lttc/webcourseslinks/). DIT also utilises a webbased system, called Safeassign, to test student assignments for plagiarism.

Should you encounter difficulties with Webcourses, please contact the DIT Support Desk at 01-4023123 or email support@dit.ie.

I. Student Rules & Regulations!

All students are required to observe, in addition to the laws of the State the Regulations of the Institute as amended from time to time by DIT's Governing Body. Below are links to the most important regulations all our students must abide by. It is your responsibility to familiarise yourself with the content, and our disciplinary procedures.

1. **DIT Student and Registration Regulations**
   
   [Student Registration & Fees Policy](#) - Read these

2. **DIT Student Regulations Governing the use of Computer Resources**
   
   [DIT Student Regulations Governing the use of Computer Resources](#) - Read these

3. **General Assessment Regulations**
   
   To read DIT Assessment regulations or the find out more information on Personal Circumstance/ recheck of Examination results/ Appeals [click here](#)

4. **DIT Disciplinary procedures**
   
   [DIT Disciplinary procedures 2009](#)

5. **Identity and Access Management**
   
   Identity and Access Management enables DIT to verify that individuals are who they say they are, whether or not they are affiliated with DIT and what entitlements that affiliation allows to the Institute’s Information Technology resources. A student who is classified as an “external repeat” is not entitled access to any resources, other than DIT Portal, incorporating eMail service. The complete Identity and Access Management is available [IDaM] Identity Management Policies - Version 1.0.
6. **DIT Student Charter**

The mission of the Institute emphasises partnerships between staff and students and working together to improve the quality of service and the response to diversity of needs. The charter outlines these partnerships in more detail. [DIT Student Charter - Read these](#).

7. **Social Welfare Fraud Controls**

Students should be aware that DIT works with the Department of Social Protection to guard against social welfare fraud. It is an offence to claim social welfare payments you are not entitled to while attending a fulltime programme of study at DIT. Further information is available at [Fraud Control - Department of Social Protection](#).

8. **DIT Student Alcohol Policy**

This policy adheres to the guidelines contained in the National Alcohol Policy (1996) and was formulated and adopted by the Student Services Council in 2002. [Read the DIT Student Alcohol Policy](#).

9. **DIT Student Dignity and Respect Policy**

All students have a right to be treated with dignity and respect, and the Institute strives to nurture and promote a culture of tolerance which respects diversity. [Read the DIT Student Dignity and Respect Policy](#).

J. **Health and Safety**

The general provisions of the Safety, Health and Welfare at Work Act 2005 impose a duty on all employers to ensure, as far as is reasonably practicable, the safety of their employees at work by maintaining safe plant, safe systems of work, and safe premises, and also by ensuring adequate instruction, training and supervision. The Institute is also bound by the Act to ensure the safety of all other persons, who (though not employees) may be affected by the Institute’s work activities.

Dublin Institute of Technology is required under the provisions of the 2005 Act to bring to the attention of all employees and students a statement of its policy, organisation and arrangements with respect to health and safety at work.

Dublin Institute of Technology is committed to providing and maintaining a safe learning and working environment. This will be achieved by implementing an effective safety management system through consultation and through managing and conducting work activities in such a way as to ensure the safety, health and welfare of all. More information on H&S can be found here [http://www.dit.ie/healthsafety/](http://www.dit.ie/healthsafety/).
K. Student Counselling Service

DIT provides a free and confidential counselling service. The DIT Student Counselling Service:

- is easily accessible
- is situated in 4 major DIT campus sites (including Cathal Brugha Street)
- is available to all DIT students: full time, part time, undergrads, post-grads, apprentices
- is open Monday to Friday, from 9am to 6pm, term time and holiday time.
- To make an appointment, ring our secretary Gabby Lynch on (1) 402 3352, text to 086 0820543 or email gabby.lynch@dit.ie
- Outside those hours, please ring The Samaritans on 1850 609090 (24hrs), text on 0872609090, or email jo@samaritans.org or Aware 1890 303 302.

More information on the counselling service can be found here [http://www.dit.ie/campuslife/counselling/](http://www.dit.ie/campuslife/counselling/).

L. Student Health Service

DIT provides a free student health service (full time students only). More information on the student health service can be found here [http://www.dit.ie/campuslife/studenthealthservice/welcome/](http://www.dit.ie/campuslife/studenthealthservice/welcome/). The closest student health centre is located in Bolton Street Campus. Please call ahead as you will need to make an appointment.