



University College Dublin

Ireland's Global University



UCD Global

# Agents' Guide





# Contents



## Why UCD? 3-9

Our Approach to Working with Agents	3
UCD by Numbers	4
Why UCD?	5
Rankings & Accreditations	6
Our Campuses	9

## Advising Applicants 11-17

Application Deadlines and Important Dates	11
Key Academic Dates	11
Enrolment Requirements	11
Submitting, Editing & Monitoring Applications	15
How can my Candidate Access their own Application / Pay the Deposit?	17

## Important Information for Applicants 19-23

Financial Information	19
Student Accommodation	23
Visa Information	25
Health Insurance	26
UCD Pathway Programmes	28

## Our Agent Assessment Process 29

## Promoting UCD 30

## Claiming Commission 31-32

General Overview to Commission	31
Process for Payment of Commission	31
Supporting Documentation required for Commission Payment	31
Degree Programmes exempt for commission payments	32
Dual Agency Assistance – Impact on commission	32
Scholarships – Impact on Commission	32
Commission Processing Timelines	32

## Switching Representatives 33

## Visits To UCD 34

## Appendices 35-45

FAQ: Agent Enquiries	36
UCD Global Centres	40
Why Ireland?	41
Campus Maps	43







# Our Approach to Working with Agents

As Ireland's Global University, University College Dublin (UCD) takes a collaborative approach to working with our agents in order to provide the best level of service to our students.

## What you can expect from us?

- Professional and friendly service
- Quick and efficient processing of applications
- Support for agreed marketing initiatives and timely supply of promotional collateral
- Regular feedback on your performance
- Regular visits to agency offices (unless travel restrictions apply)
- Delivery of training programmes including updates on programme changes, government legislation changes, visa changes, and university policy changes
- Prompt payment of commission as per the terms of the agency agreement

## What we expect from you?

- Promote UCD as a high-quality destination and preferred option
- Familiarity with UCD programmes, student supports and facilities to accurately inform students and parents
- Training for all new agency staff on UCD and Ireland, including admissions procedures
- Read and communicate to staff, information sent by UCD
- Ensure contact details are up to date on UCD's website
- Avoid setting unrealistic expectations with students
- Submit complete, accurate, genuine applications with intentions to achieve a high conversion rate for offers to enrolments
- Provide market intelligence to UCD

Our expectations are guided by the **"London Statement"**, a statement of principles for ethical international student recruitment, which stresses the need for professionalism and ethical responsibility on the part of the commission-based agents who help universities to recruit international students.





# University College Dublin

## Ireland's Global University



**160+**  
**years**  
of tradition



**Top 1%**  
world university



**140+**  
**countries**  
represented in  
student attendance



**24h security**  
safe modern campus  
with 24 hour  
security



**34,000+**  
students  
Ireland's largest  
university



**8,400+**  
international  
students  
Ireland's most  
international  
university



**#1**  
choice for Irish  
students



**Dublin**  
Ireland's capital



**30%**  
of international  
students in Ireland  
study in UCD



**30%**  
international staff



**Universitas 21**  
Member of Universitas 21



**400+**  
exchange partners  
around the world







# Why UCD?

University College Dublin (UCD) is one of the Europe's leading research-intensive universities and has been ranked in the top 1% of institutions worldwide by the Times Higher Education rankings.

UCD is located on a beautiful leafy 133-hectare campus close to Dublin's city centre, which provides a mix of academic facilities, research institutes, libraries and archival collections, enterprise space, student villages, and sports and recreational facilities. Our campus environment, the largest urban campus in Europe, is the most modern and best equipped in Ireland.

International students have more choices than ever before and, as a representative, you are an important source of information they rely on.

## Our Graduates

Many of UCD's 288,000 alumni have made their mark in all areas of industry, arts, engineering, science, culture, sport and public life, in Ireland and abroad. Since the foundation of the Irish state in 1922, UCD has produced:

- Three Presidents of Ireland
- Four Taoisigh (Prime Ministers)
- The highest number of Justices of the Supreme Court of Ireland
- The highest number of Chief Justices and Attorneys General of Ireland
- Four Ministers in current Irish Cabinet as well as two Ministers of State
- Five of Ireland's 11 MEPs in the European Parliament

Famous world leaders who studied at UCD include:

- V. V. Giri, the fourth President of India studied law in UCD from 1913 to 1916.
- Deputy Prime Minister of Vietnam, Mr Hoang Trung Hai was a student at the UCD Michael Smurfit Graduate Business School.
- Seán MacBride, one of the founders of Amnesty International and recipient of the 1974 Nobel Peace Prize
- Peter Sutherland, the first Director General of the World Trade Organisation is a law graduate

Famous graduates in the Arts

- Writers: James Joyce, author of Ulysses; Flann O'Brien, author of At Swim-Two-Birds; Maeve Binchy, author of Circle of Friends; Playwright/Author and UCD Professor Frank McGuinness; and Emma Donoghue, author of Room.
- Actors: Gabriel Byrne and Brendan Gleeson
- Film directors: Oscar winner Neil Jordan and Jim Sheridan.
- Composer: Bill Whelan, composer of Riverdance



# Ranked in the Top 1% of Universities in the World

- In the overall **QS World University Rankings** UCD was placed **177** in the world for **2020**.
- In the **2020**, QS World University Rankings by Subject, UCD has four subjects ranked in the top 50, 13 subjects in the top 100 and 33 in the top 200.
- In **2020**, for the third year in a row, **UCD was ranked number one in Ireland** for graduate employability and **78th** in the world, in the QS Graduate Employability Rankings.

## 2020 QS Subject World Rankings

### #1-50

Veterinary Science (ranked 32)  
Sports-related subjects (ranked 32)  
Library & Information Management (ranked 35)  
Agriculture & Forestry (ranked 47)

### #51-100

Anatomy & Physiology  
Archaeology  
Geography  
History  
Law  
Nursing  
Politics & International Studies  
Social Policy & Administration

### #101-150

Architecture/Built Environment (Arts & Humanities)  
Engineering - Chemical (Engineering & Technology)  
Politics (Social Sciences and Management)  
English Language & Literature (Arts & Humanities)  
Modern Languages (Arts & Humanities)  
Biological Sciences (Life Sciences & Medicine)  
Philosophy (Arts & Humanities)  
Business & Management Studies (Social Sciences & Management)  
Economics and Econometrics (Social Sciences & Management)  
Sociology (Social Sciences & Management)  
Education (Social Sciences & Management)

# Accreditations


UCD degrees are recognised and accredited by some of the world's leading professional organisations:

## Architecture



Royal Institute of British Architects (RIBA)

Royal Institute of Irish Architects (IRIA)

National Architectural Accrediting Board (NAAB) (USA) 

## Business



Association to Advance Collegiate Schools of Business (AACSB)

European Foundation for Management Development (EQUIS)

Association of MBAs (AMBA)

## Diagnostic Imaging



Irish Institute of Radiography and Radiation Therapy (IIRRT) 

## Engineering



Engineers Ireland

Washington Accord

EU and in UK, Australia, New Zealand, Canada, United States

Hong Kong, Japan, Singapore and South Africa,

## Landscape Architecture



Irish Landscape Institute (ILI)

European Foundation for Landscape Architecture (EFLA)

## Medicine



Irish Medical Council

## Physiotherapy



Irish Society of Chartered Physiotherapists

## Regional & Urban Planning



Royal Town Planning Institute (RTPI)

Irish Planning Institute (IPI) UK & Ireland

## Veterinary Medicine



American Veterinary Medical Association (AVMA)

European Association of Establishments for Veterinary Education (EAEVE)







# Our Campuses

## Belfield campus

The main campus of UCD is situated at Belfield, a 133 hectare site 4 km south of the centre of Dublin city. This campus is an attractively landscaped complex of modern architectural buildings, accommodating most of the Colleges and Schools of the University as well as its student residences and numerous leisure and sporting facilities.

Facilities on campus include:

- Banking Facilities;
- Numerous Food Outlets;
- Photocopying, Printing, Stationery Services;
- Shops; Bookshops; Bike shop; Crèche;
- Purpose Built Sport and Fitness Centre;
- Olympic 50M Swimming Pool;
- Children's Pool, Sauna, Jacuzzi, Steam Room;
- Gym, Dance Studio, Spinning Studio;
- Dramsoc Theatre (Seats 111);
- Tournament-Grade Debating Chamber;
- Cinema;
- On-campus accommodation.

To take a virtual tour of the facilities available on the Belfield Campus please visit: [www.ucd.ie/exploreucd](http://www.ucd.ie/exploreucd)

## Blackrock campus

The UCD Michael Smurfit Graduate Business School is located at the Blackrock campus, approximately two miles from Belfield. The picturesque Blackrock campus is located on the former Carysfort Park Estate and is now home to the UCD Michael Smurfit Graduate Business School, Drama Studies Centre and UCD Student Residences. The campus is within walking distance of the thriving seaside town of Blackrock, one of the prime residential and shopping areas of suburban Dublin, which is linked by light rail and bus services to the city. The Blackrock campus is connected to the Belfield campus by a scheduled bus service, and offers its own accommodation facilities.

## Lyons estate

The UCD Lyons Research Farm is the teaching and research facility operated by UCD outside Newcastle, Co Kildare, about 30 kilometres west of the main UCD Campus at Belfield. The farm consists of approximately 220 hectares.

The UCD Lyons Research Farm operates under the auspices of the UCD College of Health and Agricultural Sciences and is an important resource for the School's of Agriculture and Food Science and Veterinary Medicine. The farm operates mixed enterprises, supporting teaching and research in the areas of beef, crops, dairy, equine, sheep and pigs.





# Advising Applicants



## Application Deadlines/Important Dates

### Applications Open

The UCD Online Application System opens **October 1st** each year.

### Application Deadlines

The deadline for applying to **undergraduate** programmes is **July 15th** each year.

For most **graduate** programmes, there are no definite deadlines for the receipt of applications. The timing of the application should be partly dependent on how likely the programme is to fill quickly (highly competitive or attractive programmes) or how long it is likely to take for the student to obtain a student visa. To find out if any deadline applies, please search for the specific programme in the Graduate Course Finder (see [www.ucd.ie/graduatestudies](http://www.ucd.ie/graduatestudies)).

Please note, for both undergraduate and graduate programmes, applications are processed on a rolling basis, in the order they are completed. As such, early application is advised as programmes may close early if they reach capacity before the advertised closing date.

## Key Academic Dates



### 2020-2021

Student Orientation	14-18 September 2020
Undergraduate Term	21 September 2020 - 15 May 2021
Graduate Term	21 September 2020 - 7 August 2021

### 2021-2022

Student Orientation	2-7 September 2021
Undergraduate Term	8 September 2020 - 14 May 2021
Graduate Term	8 September 2020 - 6 August 2021

See: [www.ucd.ie/students/keydates.htm](http://www.ucd.ie/students/keydates.htm)

## Enrolment Requirements

### General Requirements

All Non-EU / EEA students must be registered to a full-time programme in order to meet immigration requirements. This applies equally to students who require a visa to study in Ireland and those who do not require a visa but need to register with immigration after arriving in Ireland. There are some programmes which are offered through online learning. Students who are studying online are not entitled to a student visa and do not meet immigration requirements on the basis of an online programme.

Non-award students studying a part-time load are also not eligible for a student visa. There are other specific enrolment options for research higher degree students.

See [www.ucd.ie/graduatestudies](http://www.ucd.ie/graduatestudies).

### Academic Entry Requirements

All students must meet specific academic requirements, as well as English language proficiency requirements, for admission to UCD. For some programmes, there are also additional requirements.

### Undergraduate

For guideline entry requirements for your country, please visit [www.ucd.ie/global](http://www.ucd.ie/global) and select "Applicant or Visitor" from the dropdown menu.

### Graduate Taught Masters

For admission into a graduate taught programme at UCD, applicants must have:

- A Bachelors/ Masters Degree with good grades from a competitive and well-ranked university or college.
- The normal requirement for entry to a taught Masters Degree programme is a second class honours degree in a relevant subject; i.e. a minimum GPA of 3.0/4.0 is generally required for an application to be considered. However you should check the individual requirements listed on the graduate course finder, since some degrees may require a higher standard for entry.



## Submitting an Application

All applications must be submitted via your UCD Online Application Portal. The Portal is designed to provide your organisation with all the information and resources that you require to work effectively with UCD.

You can use the portal to:

1. Submit, edit and monitor your applications
2. Update your organisational and individual contact details
3. Obtain important information about the UCD Application process, entry requirements and financial matters

### How do I access the Portal?

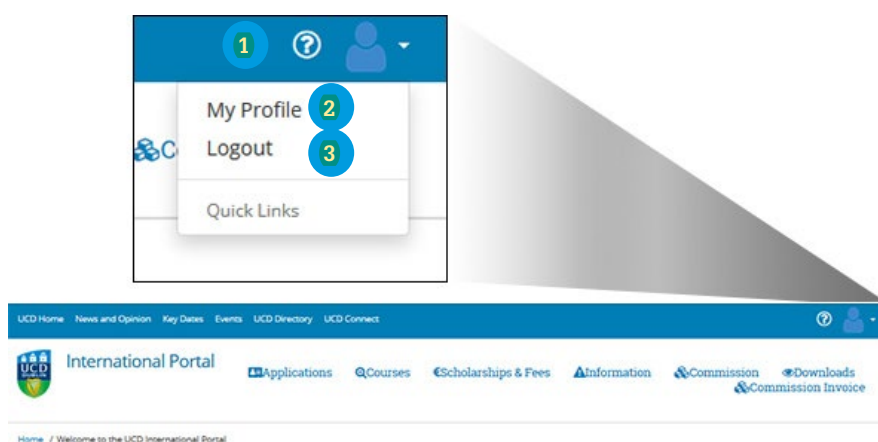
The portal can be accessed online here:  
[www.ucd.ie/global/informationforagents](http://www.ucd.ie/global/informationforagents)

You will receive your login details by email automatically. If you do not receive the email, please use the forgot password link.

### How do I use the Portal?

When you log into your online portal you will be directed to the Home Screen. This section of the guide introduces you to the main functions of the portal and how to access them.

## Administrative Tool Bar



- 1 Introduction and guide to using the online portal. Contact details for UCD Global.
- 2 Change your contact details including name, email address and company address.
- 3 Click to log securely out of your online portal.

## Information Sections



Click the tabs on the light blue banner for further information and guidance about the specific topics listed.

- 1 **Applications**  
Make application to UCD & obtain additional information about the UCD application process.
- 2 **Courses**  
Detailed information about all UCD undergraduate and graduate courses.
- 3 **Scholarships & Fees**  
Obtain information about UCD International scholarships, tuition fees and payment methods.
- 4 **Downloads**  
Repository of all brochures for international students and information documents.
- 5 **Commission Invoice**  
Summary of commission due for review and action (pre-invoice).

# Introduction to Applications

Select **APPLICATIONS**. There are two options available to you:

## MY CANDIDATES' APPLICATIONS

Make, edit and monitor your applications

## HOW TO APPLY?

Obtain important information about the UCD application process.

## My Candidates Home Screen

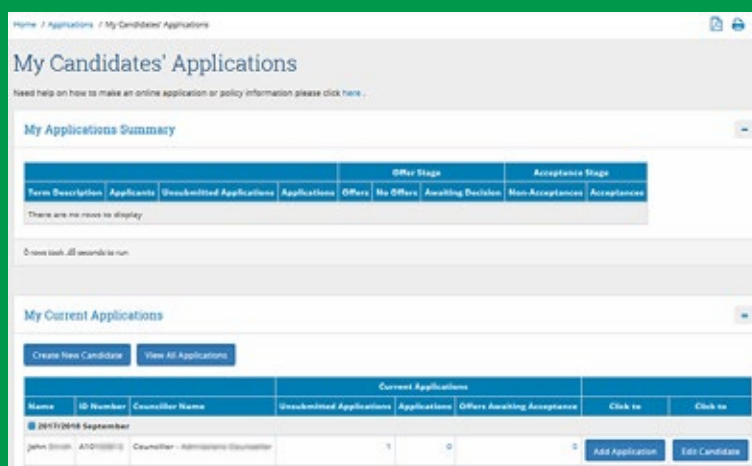
The home screen of the **MY CANDIDATES** section contains:

### MY APPLICATIONS SUMMARY

Summary of all applications made by your organisation. The applications for each year will be recorded here.

### MY CURRENT APPLICATIONS

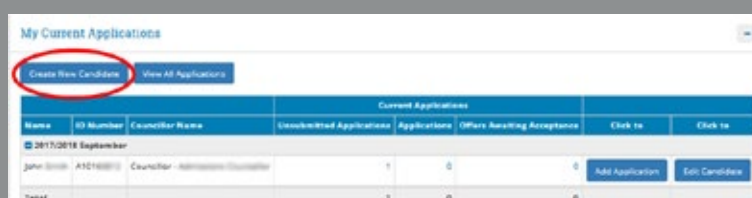
Summary of all applications made this academic year. You can use this section to create new candidates and edit existing applications.



## How do I add a new application?

There are two steps to making an application on behalf of a student

1. Create a New Candidate
2. Create an application for the candidate



## Create New Candidate

- » To make an application on behalf of a student, you must first create a New Candidate. Select **CREATE NEW CANDIDATE**.
- » Complete the **EDIT PERSON DETAILS** with the student's information and click **SUBMIT**.
- » **Please note:** under **CONTACT DETAILS - EMAIL ADDRESS** please ensure that this is the student's email address. Do not enter the organisation email address. Your organisational email has already been recorded when the agent portal was created.



# Create an application for the candidate

- Once you click **SUBMIT**, you will be redirected to the home page. You will see the new candidate listed under your **CURRENT APPLICATIONS**. You now need to make an application for this student.
- To make an application on behalf of a candidate please select **ADD APPLICATION**

Current Applications					
Name	ID Number	Counsellor Name	Unsubmitted Applications	Applications	Offers Awaiting Acceptance
2017/2018 September					
John Smith	A1010000	Counsellor - Admissions Counsellor	1	0	0
Total			1	0	0

## Course Finder

You will need to complete all relevant sections of the online application form and upload the supporting documentation before submitting the application.

- Course:** Click **SELECT A COURSE**. You will be directed to the **COURSE FINDER**.
- You can search for the appropriate course by using the keyword search e.g. Management
- You can narrow your search by choosing **COURSE TYPE** or **COLLEGE**
- Once you locate the appropriate course click the **APPLY** button

Course Finder (A - Z)

Filter Options

Search for:

☐ Open for Applications  
☐ Full Time Only  
☐ Part Time Only

Filter by Course Type

☐ Executive Education Pathway 2  
☐ Graduate Research  
☐ Graduate Taught  
☐ Master Leadership Year 2  
☐ Occasional  
☐ Undergraduate Cert and Diploma  
☐ Undergraduate Degree (Non-EU)  
☒ All

Filter by Discipline

Filter by College

Special Groups

Search

\*\*Please note your search options will clear after each search. Choosing a specific group where applicable will negate other search options.

Select a Course

Your current search is Courses open for applications > Available to all students

Course (click to view course web page)	Description	For Entry to	Closing Date (if applicable)	Click to
Artificial & Financial Studies (BSc)	Undergraduate Degree (Non-EU)	Sep 2019	Open for Applications	Apply
Agri-Environmental Sciences (BSc)	Undergraduate Degree (Non-EU)	Sep 2019	Open for Applications	Apply

## Continuing Application

- Academic Record, Employment History and References:** Please complete the necessary information for the student's academic record, employment history (if applicable) and referees.
- General Questions:** these questions are mandatory and must be answered before the application can be submitted. Please note: some questions have word limits that cannot be exceeded.
- Applications Checklist:** this section details the supporting documentation that must be uploaded before the application can be submitted. To upload a document please select **UPLOAD** in the relevant section.

General Questions

Answer these Questions

Question	Answer
<b>General Questions</b>	
<b>Employment History</b> Please give details of your professional experience in the field to date please include name and address of employer(s), position held and duration of employment	
Other Languages: Indicate your proficiency in languages other than English as (a) Excellent, (b) Good, (c) Fair, (d) Poor in the following: 1. Language 2. Reading 3. Speaking 4. Writing	
Have you been ordinarily resident in the EUSA/ Swiss Confederation for 3 of the last 5 years (i.e. a minimum of 180 days per calendar year)?	
Where did you hear about the programme?	
If English is not your first language, please choose the English exam you have taken. Copies of Results must be submitted.	
Test date (e.g. 20NOV2016)	
English test score (if known)	
<b>Skype ID/WeChat ID (Chinese Applicants)</b>	
Please detail your SKYPE ID/WeChat ID (Chinese applicants):	
<b>Referees</b>	
You must provide details of at least 1 academic referee(s)	
Add a new Referee	

**Please note:** an application can be submitted before uploading the English Language qualification. Conditional offers can be issued in the absence of an English Language Qualification.

# Upload Documents

Where required, multiple documents can be uploaded against a single checklist item

**Uploading Documents:** You can upload new documents to the application or you can select documents that you have already uploaded e.g. from a previous application. (Note: maximum file size is 3MB.) If you are having difficulty uploading documents please contact UCD Global representatives@ucd.ie

**Upload Documents**

Please provide a copy of your Academic Reference either by uploading new documents or by linking to documents which you uploaded previously. Only the following file extensions may be uploaded: pdf, doc, docx, rtf, xls, xlsx, bmp, gif, jpg, jpeg. The size limit for a document is 3MB. Filenames must be in the Roman alphabet only and not include punctuation (i.e. dashes, commas, apostrophes etc.). Filenames containing other alphabets - Mandarin, Arabic etc - must not be used as this will cause a problem during upload.

**Upload new Documents**

Select Document  No files selected. You may upload multiple documents at once.

# Submitting the Application

- Once you have completed the application please select **SUBMIT**. Applications will not be reviewed unless they have been submitted. Once the application has been submitted you will be redirected to the home page. You will see the new application listed beside the candidate name in **MY CURRENT APPLICATIONS**. To add a new application please select **ADD APPLICATION**.

**Declaration**

By clicking SUBMIT below, I confirm the following:  
 1. I have read the instructions relating to the programme for which I am applying and I declare that the particulars given in the application are in every respect accurate, true and complete.  
 2. I understand that any offer of admission to me by UCD is subject to UCD Terms and Conditions of Offer of Admission available here and I confirm that I have read and understood these terms and conditions.

**Please Note:** Your application form can be submitted once the form itself is complete. Any checklist items not currently available to you can be supplied afterwards.

# Editing a candidate's personal details

The **MY CURRENT APPLICATIONS** section should be used to edit applications and candidates' personal details. To edit your candidate's personal details:

- Locate the relevant student in the **MY CURRENT APPLICATIONS** table and select **EDIT CANDIDATE**.
- Make the necessary changes and click **SUBMIT** to save the record.

		Current Applications					
Name	ID Number	Counsellor Name	Unsubmitted Applications	Applications	Offers Awaiting Acceptance	Click to	Click to
2017/2018 September							
John Smith	A10100010	Counsellor - Admissions Counsellor	1	0	0	<a href="#">Add Application</a>	<a href="#">Edit Candidate</a>
Total			1	0	0		

# Editing a candidate's application

The **MY CURRENT APPLICATIONS** section should be used to edit applications and candidates' personal details.

- Locate the relevant student in the **MY CURRENT APPLICATIONS** table
- Click on the number in the **APPLICATIONS** column
- You will be directed to a screen listing the applications for the candidate
- To view and edit the individual application please select **VIEW**.
- You can then edit the application & upload new documents.

		Current Applications					
Name	ID Number	Counsellor Name	Unsubmitted Applications	Applications	Offers Awaiting Acceptance	Click to	Click to
2017/2018 September							
John Smith	A10100010	Counsellor - Admissions Counsellor		1	0	<a href="#">Add Application</a>	<a href="#">Edit Candidate</a>
Total				1	0		

Home / Applications / My Candidates' Applications

**My Candidates' Applications**

Need help on how to make an online application or policy information please click here .

**My Applications Summary**

Form Description	Applicants	Unsubmitted Applications	Offer Stage			Acceptance Stage	
			Applications	Offers	No Offers	Awaiting Decision	Non-Acceptances
There are no rows to display							

0 rows took 40 seconds to run

**My Current Applications**

[Create New Candidate](#) [View All Applications](#)



# Monitoring your applications

There are several ways to monitor the status of your applications:

- » The **MY CURRENT APPLICATIONS** table provides a list of all applications and indicates whether the student has received an offer.
- » You can also obtain additional information by selecting **VIEW ALL APPLICATIONS**
- » You will be directed to a page with detailed information about all current applications. You can confirm the application status of an application, upload additional documentation, view the application and accept offers from this page.
- » You can sort this information by clicking on the small arrows beside the column heading.
- » You can download this data to an excel spreadsheet by clicking **EXPORT TO EXCEL**. This is located below the list of students.
- » To see the individual application please select **VIEW**.

**My Current Applications**

Create New Candidates View All Applications

Name	ID Number	Counsellor Name	Unsubmitted Applications	Applications	Offers Awaiting Acceptance	Click to	Click to
2017/2018 September							
John Smith	A12100012	Counsellor - Administrative Counsellor	1	0	0	Add Application	Edit Candidate
Total			1	0	0		

**Offered Applications**

Click to accept offers & Pay deposit

Application Number	Course	For Entry In	Date Created	Checklist Items Outstanding	Status	Click to	Click to
60000	MEng Biopharmaceutical Engineering (F2020)	2019/2020 September	13 Jun 2019	3	Conditional Offer	Accept or Reject	View

1 row took 25 seconds to run Export to Excel Click to download data to excel spreadsheet Click to view application

## Accepting offers and paying deposits

- » The **MY CURRENT APPLICATIONS** table will indicate when one of your applicants has received an offer.
- » There is a column labelled **OFFER AWAITING ACCEPTANCE**. The number in this column will indicate how many offers this student has received. Offers should be accepted as soon as possible
- » Please advise your students that if they do not accept their offer and pay the deposit by the deadline listed on their offer letter, we will lapse the offer.

**My Current Applications**

Create New Candidates View All Applications

Name	ID Number	Counsellor Name	Unsubmitted Applications	Applications	Offers Awaiting Acceptance	Click to	Click to
2017/2018 September							
John Smith	A12100012	Counsellor - Administrative Counsellor	1	0	0	Add Application	Edit Candidate
Total			1	0	0		

**Offered Applications**

Click to accept offers & Pay deposit

Application Number	Course	For Entry In	Date Created	Checklist Items Outstanding	Status	Click to	Click to
60000	MEng Biopharmaceutical Engineering (F2020)	2019/2020 September	13 Jun 2019	3	Conditional Offer	Accept or Reject	View

1 row took 25 seconds to run Export to Excel Click to download data to excel spreadsheet Click to view application

## How do I download the offer letter?

- » To view the offer letter – click **VIEW**.
- » You will be redirected to the student's application.
- » Click on offer letter to download the offer letter for the student.
- » Students will either receive a conditional or unconditional (firm) offer. Please read the terms and conditions carefully. This offer letter is suitable for visa application purposes.

**Application for**

PDF of Application Form

Please do not bookmark/add to favourites etc. any of the pages on the application form or hit the back arrow during the application process. An accessing the application through a bookmarked/favourite page, or hitting the back arrow, will cause errors with your application.

Personal Details Contact Details

Add / Edit Personal Details \*\*\* Please fully complete personal details \*\*\*

Offer Letter

# How can my candidate access / view their own application?

Once you have submitted an application through the agent portal, your candidate can access their application at

[www.ucd.ie/international/apply](http://www.ucd.ie/international/apply)

If they click on **LOGIN** at the top of the page, they will see the screen opposite:

Candidates can login with either their application number (you can view this on the agent portal and share it with the candidate) or email address.

The default password is their date of birth in the format ddmmyy.

Applications	Course	Fee Entry In	Date Created	Checklist Items Outstanding	Status	Click to	Click to
688888	MEngSci Biopharmaceutical Engineering (19/10/20)	2019/10/20	13 Jun 2019	3	Conditional Offer	Accept or Reject Offer	View Offer Letter

**Accept or Reject an Offer**

Congratulations, you have been offered a provisional place on this course.

**I want to accept this offer**

Before you can accept this offer - you must first pay a non-refundable deposit of €500

[Accept and Proceed to Payment](#)

**I do not want to accept this offer**

If you wish to reject this offer then please explain why you are rejecting this offer and click REJECT below

[Reason for Rejection](#) [Accepted another course](#)

[Reject Offer](#)

# How can my candidate accept the offer and pay the deposit?

Students click on **ACCEPT** OR **REJECT** to accept the offer and pay deposit.

They have three options:

- » **ACCEPT OFFER & PAY DEPOSIT** (RECOMMENDED). Students will be directed to a different screen to make payment by credit or debit card.
- » **ACCEPT OFFER.** They can accept without paying the deposit for the majority of courses but the deposit will still need to be paid before the deadline.
- » **REJECT OFFER.**

**Welcome to the UCD International Portal**

You must login with an Existing Account to access this page.

**Use an Existing Account**

ID, email or Connect ID

Password

[Login](#) [Forgot Password](#)

# Additional Help and Information

## The UCD Portal

Additional information about the UCD Application Process (e.g. deadlines, English language requirements etc.) is available on the UCD Agent Portal (as detailed in 'Advising Applicants', page 11). We recommend that you read this information carefully.

## UCD Global

If you cannot find the answer on the UCD Application Portal please contact UCD Global for further information and guidance.

Email: [representatives@ucd.ie](mailto:representatives@ucd.ie)  
Tel: +353 (0) 1 716 8500

## Technical Problems

All technical problems with the UCD Application Portal should be directed to UCD Global. Please provide as much information as possible and a screen shot if applicable. This will help us to identify and resolve the problem as quickly as possible.

Email: [representatives@ucd.ie](mailto:representatives@ucd.ie)  
Tel: +353 (0) 1 716 8500





# Financial Information

## Programme Fees

A detailed breakdown of the student's fee obligation is available when the student registers in the SIS (Student Information System) through the student's UCD Connect account.

### When to pay fees to UCD?

Students may pay fees by semester:

- **If the student is on a 1-trimester programme** all fees must be paid in advance
- **If the student is on a 2-trimester programme** fees may be paid in halves by semester
- **If the student is on a 3-trimester programme** fees may be paid in thirds by semester

Further information on payment dates is available at: [www.ucd.ie/students/fees/feepaymentdates.html](http://www.ucd.ie/students/fees/feepaymentdates.html)

**Note 1:** Usually if the student requires a visa to study in Ireland, the Irish Government will only issue the Student Visa where students have paid their tuition fees in full or paid a minimum deposit to the value of €6,000. However each Irish Visa Office may have specific requirements. As example the Irish Visa Office at the Embassy of Ireland, New Delhi processes visa applications from any person resident in India, Bangladesh, Nepal, Sri Lanka and the Maldives. Only those students who are applying under the Approval-in-Principle Scheme need to pay €6,000 and then they pay the remainder once they confirm their results with the Education Provider in Ireland. The visa will only be issued when they have paid the full fees. Full fees are expected to be paid by all other students when they make their visa application. The Visa Officer will only assess study applications where the student has paid at least half of the total fee amount.

Please check with Irish Visa Office what is required for your country.

**Note 2:** Where a student is receiving funding from a third party source, students must pay either a half or a third (whichever is applicable to the programme) of any balance of fees and charges in order to be a registered student of the university.

### How do I pay fees?

- Students can pay directly by credit or debit card using UCD's online payment facility. This is available at: [www.ucd.ie/SISWeb](http://www.ucd.ie/SISWeb). A receipt will be emailed to the student's default email address or to another that has been specified.
- The TransferMate payment facility is especially useful for students who require a VISA to travel and/or study. This can be accessed via webpage: <https://ucd.studentfees.ie>
- Students making payments from outside Ireland may also pay UCD directly by International Bank Transfer to: UCD Fees Account, Bank of Ireland, College Green, Dublin 2. Ireland. IBAN : IE82 BOFI 9000 1720 6115 11 Swift Code: BOFI IE 2D
- Please ensure that the student enters their Student Number or Application Number as the narrative/description on the transfer so it is easily identifiable and added to the correct record
- To view all payment methods available to students, please visit: [www.ucd.ie/students/fees/howtopay.html](http://www.ucd.ie/students/fees/howtopay.html)

### Receipts

If a student uses a direct payment method (credit card or bank transfer), they can download their receipt directly from their account (menu item 'Registration, Fees & Assessment').

It may take some time before the portal is updated, therefore we urge students to use the TransferMate option to expedite this tuition fee payment and visa application process. If the student pays via TransferMate, a receipt will be emailed to the student directly.

For further information on UCD Fees visit: [www.ucd.ie/fees](http://www.ucd.ie/fees)

## Important notes:

- UCD regrets that it cannot accept cash payments for any portion of a student's fees.
- If the student pays UCD directly by International Bank Transfer it is essential that the student includes their student number (or application number) as the sole narrative. A copy of the bank transcript should also be sent to UCD by [www.ucd.ie/registry/adminservices/fees/connector.html](http://www.ucd.ie/registry/adminservices/fees/connector.html).
- The UCD Fees Office does not issue invoices to individual companies or to students for the purposes of paying fees. If the student is in a situation whereby they are in receipt of private sponsorship, this is a matter between the student and the sponsor. The fee liability for the programme rests in full with the student.





## Cost of living

This guide is based on 2019 costs and is to help the student work out the cost of living including expenses relating to accommodation, food and other basics. Lots of factors can affect how much money a student will need so please note that these numbers are indicative only and subject to change.

The following estimates do not include the cost of flights or insurance. Students should also budget for any initial costs they are likely to incur (e.g. short-term temporary accommodation may be required upon arrival in Dublin).

Additionally, please note that all non-Irish nationals who are not citizens of the EU/EEA or Switzerland must register in person with the Irish Naturalisation and Immigration Service (INIS) after arrival and after completion of registration at UCD.

The INIS will issue the student with an Irish Residence Permit (IRP) card. As of July 2020, the fee for this card is €300 and this should be included in the student's budgeting calculations.

Expenses	Annual Cost (€) (9 Month Academic Year)
Rent (based on UCD Merville/ Belgrove rates)	7,515
Electricity/gas/bins	270
Food (Including Lunches)	2,250
Travel (Leap Card)	720
Books and Materials (Including Photocopying And Printing)	630
Clothes/Medical	405
Mobile Phone	180
Social Life/Miscellaneous	1,170
<b>Total</b>	<b>€13,140</b>





## Living and working in Ireland

### Entitlement to work (casual employment)

Students who are attending a full-time programme of at least one year's duration are entitled to seek employment on a casual basis. Casual employment means a student can work for 20 hours per week during term time or full-time (up to 40 hours) during college holidays. Please note term dates at:

[www.ucd.ie/students/keydates](http://www.ucd.ie/students/keydates)

### Third level graduate scheme

This allows non-EU/EEA students who have graduated from Irish higher education institutions to remain in Ireland for 12 months to seek employment.

Students are eligible for the scheme if they have a Bachelor, Masters or PhD degree from UCD. Employers can hire graduates who are eligible to work for up to 40 hours per week. Graduates must have a valid IRP card which will be extended for 12 months. After examination results are issued, graduates should apply directly to the IRP office.

Graduates must:

- Provide a letter from UCD's Student Desk indicating that they have obtained their examination results and are eligible to graduate
- Have a valid passport
- Have IRP card
- Pay €300 by credit/debit card

UCD Global provides information about living and working in Ireland on their website:

[www.ucd.ie/global](http://www.ucd.ie/global)

### Contacts

UCD Fees

[www.ucd.ie/fees](http://www.ucd.ie/fees)

UCD Global Admissions Team

Tel. +353 1 716 8500 or [internationaladmissions@ucd.ie](mailto:internationaladmissions@ucd.ie)

International Scholarships Information

[www.ucd.ie/global](http://www.ucd.ie/global)





# Accommodation

## Campus accommodation

UCD has set aside a large proportion of on-campus rooms for international students. For up-to-date information regarding on-campus accommodation please see:

[www.ucd.ie/residences](http://www.ucd.ie/residences)

You will also find further information about on-campus and off-campus accommodation on:

[www.ucd.ie/global/study-at-ucd/accommodation](http://www.ucd.ie/global/study-at-ucd/accommodation)

### Types of campus accommodation:

- halls of residence and
- three, four, five and six bedroom self-catering accommodation

These are spread across three locations, (Belfield, Blackrock and Donnybrook). For further information, please see:

[www.ucd.ie/residences](http://www.ucd.ie/residences)

All prices are available at the UCD Residence Fees website.

[www.ucd.ie/residences](http://www.ucd.ie/residences)

A deposit is payable at the time of booking. This is refundable at the end of the academic year less the cost of any damage/breakages. All residences will also have a utility and insurance charge. For more information on residence fees, please see:

[www.ucd.ie/residences/residences](http://www.ucd.ie/residences/residences)

Please note that should a student vacate their residence during the occupancy period they will forfeit their deposit and rent.

### How to apply?

Due to the high demand for a limited number of places on campus, priority is given to first year undergraduate students and there is limited availability for postgraduate and continuing students. The eligibility for this process is dependant on acceptance of the student's programme and the payment of the programme deposit.

Application to on-campus accommodation is made online via the Incoming Student Portal. Communication will be sent to students when an offer is made.

All students must accept their accommodation offer within 72 hours. When this time has lapsed, the offer will expire and another student will be selected at random. We expect all rooms to be filled quickly due to the large demand.

## Off-campus accommodation

If a student would prefer to live off-campus, they can contact the UCD Residences Off-Campus Office or the Student Union Accommodation Services for advice on off-campus options.

Check out the UCD student accommodation search which lets you search for student houses, student homes, housing, flats and lodgings in Dublin: [www.ucdaccommodationpad.ie](http://www.ucdaccommodationpad.ie)

### Contacts

#### Off-Campus Accommodation Office

Merville Residence Reception Office

University College Dublin,

Belfield, Dublin 4

[roombookingsupport@ucd.ie](mailto:roombookingsupport@ucd.ie)

Opening Hours: Monday-Friday    09:30 – 13:00  
14:00 – 17:00

#### Student Union Accommodation Services

Student Union Centre

University College Dublin,

Belfield, Dublin 4

Tel: +353 1 716 3164/3112

[accommodation@ucdsu.ie](mailto:accommodation@ucdsu.ie) or [welfare@ucdsu.ie](mailto:welfare@ucdsu.ie)

The following websites have advertisements for available accommodation in Dublin:

[www.ucdaccommodationpad.ie](http://www.ucdaccommodationpad.ie)

[www.daft.ie](http://www.daft.ie)

[www.let.ie](http://www.let.ie)

[www.myhome2let.ie](http://www.myhome2let.ie)

[www.letbynet.ie](http://www.letbynet.ie)







# Visa Information

## Does your student need a visa?

Some but not all non-EU/EEA students require an entry visa for Ireland. You can check on [www.inis.gov.ie](http://www.inis.gov.ie) for the list of countries that are not visa required. If the country that the applicant is a citizen of is not on the list, then they will require a visa. (Examples – UK, US, Canadian, Brazilian, Malaysian students do not require a visa whilst Indian, Chinese, Russian students do).

Applicants must make their visa application on-line using the AVATS on-line facility. Completing the on-line application form is the first step. The application will only be processed when the on-line form is completed AND the required documentation, passport photograph and appropriate fee are received by the relevant office as indicated by the on-line system.

If the student is applying from China, India, Nigeria, Russia, United Arab Emirates or the United Kingdom, please direct them to check the Irish Embassy website for details of further documentation which may be required: [www.inis.gov.ie](http://www.inis.gov.ie)

Students should read the visa application details very carefully. If they do not provide the documentation required, their visa may be refused.

**!** Important note: When the student has applied for their visa, please have them update their profile on the Incoming Student Portal which can be accessed at [www.ucd.ie/sisweb](http://www.ucd.ie/sisweb)





## Health insurance

Non-EU students must obtain private health insurance. Students can purchase insurance in their home country, however they will need to ensure that it is valid in Ireland and in any other country they plan to travel to. There are different levels of private health insurance available. Students are advised to read their policy documents carefully. The GNIB require that, if the students has health insurance from their own country it must cover them up to €25,000 for in-hospital treatment.

Basic medical insurance, which satisfies the visa requirement for private health insurance, can be obtained, before students arrive in Ireland, from two providers:

[www.studyandprotect.com](http://www.studyandprotect.com)  
[www.halligan.ie/ucd](http://www.halligan.ie/ucd)

## Checking on your visa status

- Students should apply as early as possible for their visa as it can take eight weeks for it to be processed and in busy periods this may take longer.

You can check on-line at [Visa Decisions](#) to see if the students visa has been processed (using the Visa Application Number). This list is updated weekly.

- If the student gets approval for a visa, the Embassy to which you sent their documents will affix a visa to their passport.
- If the student is experiencing difficulties with their visa, you can contact us:
  - Applying from India: [india@ucd.ie](mailto:india@ucd.ie)
  - Applying from China: [chinaoffice@ucd.ie](mailto:chinaoffice@ucd.ie)
  - Applying from South East Asia: [southeastasia@ucd.ie](mailto:southeastasia@ucd.ie)
  - Applying from East Asia: [eastasia@ucd.ie](mailto:eastasia@ucd.ie)
  - Applying from Middle East & North Africa: [dubai@ucd.ie](mailto:dubai@ucd.ie)
  - Applying from all other regions: contact [internationaladmissions@ucd.ie](mailto:internationaladmissions@ucd.ie) or the Student Immigration Support Officer ([immigration.enquiries@ucd.ie](mailto:immigration.enquiries@ucd.ie))
- If the student is refused a visa you may appeal the decision within two months. However, as this would affect the student's date of arrival in UCD, they would need to seek advice from their Programme Director/ Administrator on the final acceptable arrival date.

## Some points for your students to note When making a visa application you must:

- 1 Complete an online application
- 2 Check the Irish Embassy details for information on where documents should be sent
- 3 Provide two colour passport sized photographs
- 4 Pay the application fee
- 5 Provide a signed letter of application which explains why you require the visa
- 6 Provide evidence from UCD that you have been accepted on a full-time course of study
- 7 Show evidence of tuition fees paid<sup>1</sup>
- 8 Ensure your passport is valid for at least 12 months
- 9 Have private health insurance (Please visit the Health Insurance section of [www.ucd.ie/global/study-at-ucd/visasandimmigration/](http://www.ucd.ie/global/study-at-ucd/visasandimmigration/) for more information) Please note that private health insurance is not provided by UCD<sup>2</sup>
- 10 Show that you have enough money to support yourself while in Ireland (bank account statements for six months previously, evidence of access to €7,000, sponsorship letter etc.)<sup>3</sup>
- 11 Show evidence of language proficiency. INIS requires IELTS of 5 but UCD generally require IELTS of 6.5<sup>3</sup>
- 12 Any other documents as requested by INIS or the Irish Embassy through which you are applying
- 13 Make sure you keep copies of all documents submitted

<sup>1</sup> Please see [www.ucd.ie/students/fees/howtopay.html](http://www.ucd.ie/students/fees/howtopay.html) for details on tuition payments and note TransferMate payment facility.

<sup>2</sup> Basic medical expenses insurance is available for approximately €160 from Study and Protect. This insurance policy will satisfy the visa/immigration requirement for private health insurance and can be obtained before students arrive in Ireland. For more information on this insurance please visit the Study and Protect website [www.studyandprotect.com](http://www.studyandprotect.com)

<sup>3</sup> Please check programme entry requirements for English language proficiency requirement.

## Need more help?

Irish Naturalisation and Immigration Service  
[www.inis.gov.ie](http://www.inis.gov.ie)







# UCD Pathway Programmes



At UCD we offer a number of pathway programmes for both our undergraduate and graduate courses. These courses have been designed for students who do not meet the requirements for direct entry. All pathway programmes provide an excellent introduction to academic life at UCD.

## International Foundation Year

The International Foundation Year pathway programme gives students all the support and guidance they need to make a confident start to their degree at University College Dublin. Located on UCD's campus, the International Study Centre offers a state-of-the-art learning environment for students to prepare for their degree.

We offer two academic foundation routes:

- Business, Economics and Social Sciences
- Engineering and Sciences

Once your student has successfully completed their International Foundation Year and achieved the required grades, they can progress directly to their undergraduate degree of choice at UCD.

For further information please see:

[www.ucdisc.com/international-foundation-year](http://www.ucdisc.com/international-foundation-year)

## English Language Pathways

The UCD Applied Language Centre provides a range of programmes for students whose first language is not English, who wish to improve their proficiency before commencing an undergraduate or graduate programme at UCD. Applications are welcome from students who require an intensive period of English language preparation to meet university entry requirements, or who have already met the conditions of entry but wish to improve their proficiency.

Please see [www.ucd.ie/alc](http://www.ucd.ie/alc)

## Pre-Sessional English Language Courses

Pre-Sessional courses offer language proficiency pathways to undergraduate and graduate programmes without the need to re-take IELTS. The length and type of course the student needs will depend on the student's current level of English, and the language requirements for the degree programme here in UCD. Our experienced team can advise applicants based on their individual profile and requirements.

Pre-sessional course details			
Programme	Length	English Language Requirements	Dates
Standard EAP	12 weeks	IELTS – 5.5 (with no band less than 5.0)	June - August
Intensive EAP	7 weeks	IELTS – 6 (with no band less than 5.5)	July - August

## Pre-Masters

UCD has developed a Pre-Masters pathway programme that enables students to benefit from a preparatory course that enhances their English language skills and helps students to adjust to a different learning culture and a new way of life. There are two options for the Pre-Masters course, the September start and the January start. Pathways are available that lead onto courses in each of our Colleges.

Programme	Length	English Language Requirements	Dates
September start	2 semesters	IELTS – 5.5 (with no band less than 5.0)	September – May
January start	1 semester	IELTS – 6.0 (with no band less than 5.5)	January - May



# Our Agent Assessment Process

Students are rightly demanding that the information they get from organisations we work with is accurate, and the advice given is delivered professionally. This section outlines how UCD will monitor a representative's performance to ensure that these expectations are met on behalf of our students.

## Representative Review Process

Regional Managers review their representatives' performance. The indicators that are reviewed are:

- Number of students registered each year
- Conversion rate for offers to enrolments
- Quality of the complete applications
- Number of 'No Offers'
- Number of incomplete applications
- Professionalism of agency staff
- Level of proactive engagement with the University and the local market

After commission invoices are settled, the Regional Manager for your region will contact you to give feedback on performance over the last year and set targets for the next recruitment cycle. Representatives will be assessed on the criteria above with either a 'underperforming', 'average', 'good' or 'excellent' rating. If a representative attains 'good' or better in each of the five criteria, the representative will achieve 'preferred' status. Feedback will be invited to ensure that there is fairness in the grading and support measures put in place to ensure that representatives are achieving the highest scores possible.

## Annual representative questionnaire

A compulsory questionnaire will be sent to representatives each year to receive the latest information about the agency, its staff, training programmes undertaken and other key factors that students may use to determine which agency is best for them.

## Annual student questionnaire

Students who have applied with a representative will be invited to give feedback on their experience, which will form part of the annual review. Students will be asked about the professionalism of the agency and the quality of the advice given to them during their application process.

## Preferred status

All representatives will be listed on our agency web pages and those that have 'preferred' status will be detailed as such giving an additional reason why a student may choose one agency over another.





# Promoting UCD

We promote the University via a number of marketing channels (e.g. Education Fairs/ Exhibitions, High School and University Presentations, Print Advertising, Social Media etc.) and, as our in-country representatives, we will rely on your local market knowledge to help us identify the best opportunities.

The main materials we use are the Undergraduate International Prospectus and the Graduate International Prospectus, as well as our website. We will send you one copy of the new version of both prospectuses every autumn. However, given the size of your company and what your students prefer, you may need more. Please get in touch with us with your request for more marketing materials, if necessary. We will be producing a range of marketing material throughout the year, which we will provide to you free of charge. Email [representatives@ucd.ie](mailto:representatives@ucd.ie).

We are happy to consider joint marketing projects on an individual basis. In order to be considered, we will expect a comprehensive business proposal. This should include:

- Details of the opportunity to the team member responsible for your country or region
- Market research, for example the readership numbers/ site traffic and details of who the audience are

Note:

- Adverts must be created by the University's approved designers in order to ensure they are consistent across all markets
- Official UCD logo must be used. Our logos should not be altered in any way
- Images should be requested from UCD - do not use other images
- In all instances you must send us a copy via email to approve before releasing



# Claiming Commission

## General Overview to Commission

- The rate of commission is detailed in the Agency Agreement.
- Commission is only payable on the first year tuition fees for full time registered students who are charged for Non-EU tuition fees.
- UCD will only pay commission on applications which have been submitted via the UCD Agent Portal.
- Certain degree programmes are exempt from commission. Please see below for further details.
- Full commission will only be paid when students have paid their full tuition fees. For students who pay their tuition fees in instalments, the commission will be paid in instalments.
- In instances where a student has been assisted by two agencies then commission will be split between these two agencies.
- Scholarships will have an impact on commission.
- Commission will only be paid when all supporting financial documentation has been submitted. Please see section 4 for further details.
- You cannot claim commission for students who have applied directly and already hold an offer.

## Process for payment of commission

- Commission will be processed and paid after November 1<sup>st</sup> each year.
- UCD Global staff will contact you with the list of your students who have submitted applications to the University each September. The list will include information on whether a student has registered, and if so, details of their course fees and amount of commission which is due. You can then use this detail to prepare an invoice, which should be submitted to us in September/ October.
- Invoices and other supporting documentation should be directed to **representatives@ucd.ie**
- Your invoice will be checked by the UCD Global Office to confirm that it is correct. After validation by UCD

Global Office you will be asked to send invoice (with UCD PO referenced) to [invoices@ucd.ie](mailto:invoices@ucd.ie).

- The payment process will take approximately 4 weeks to complete provided that all necessary supporting financial documentation has been submitted.

### Payment by Instalments

- UCD permits students to pay their fees in instalments. This offers great flexibility and choice to students. Further information is available online: [www.ucd.ie/fees](http://www.ucd.ie/fees)
- For students who pay their tuition fees in instalments, the commission for these students will also be paid in instalments.

### Example

- If you submit an invoice for 10 students in October 2019.
- All 10 of these students pay 50% of their total tuition fees in September and pay the other half in January 2020.
- You will receive 50% of your total commission payment in November 2019 and the remainder in February 2020.

## Supporting documentation required for commission payment

Before payment can be processed the following documentation must be completed and submitted to UCD. Please send all documentation detailed below to [representatives@ucd.ie](mailto:representatives@ucd.ie):

1. Commission Invoice
2. Supplier Set-Up Form
3. Tax Clearance Certificate (for payments exceeding €10,000 per annum)

### Commission Invoice

Invoices must be on company letterhead and should include the following student information:

- Student Name
- Student Number



- Programme enrolled to
- Annual Tuition Fee (Euro), less any UCD scholarships
  - Commission % rate
  - Commission Fee (Euro)
- UCD PO Number

### Supplier Set-Up Form

- A completed and signed Supplier Set Up Form must be returned to UCD before payment can be processed.
- The Supplier Set Up Form can be downloaded from the UCD Agent portal in the section 'Commission'.

Please note: UCD cannot pay individuals. The bank account details that you provide on this form must be registered to your company. There are no exceptions to this rule.

### Tax Clearance Certificate

UCD is obliged by Irish Law to obtain a copy of your Irish Tax Clearance Certificate to process payments exceeding €10,000. There are no exceptions to this rule.

Please note: Irish Tax Clearance Certificate are only valid for a year and will need to be renewed annually.

### How to obtain a Tax Clearance Certificate

1. Complete the Tax Clearance Certificate Application Form. The form can be downloaded from the UCD Agent portal in the section 'Commission'.
2. Email a scanned copy of the form to [nonrestaxclearance@revenue.ie](mailto:nonrestaxclearance@revenue.ie)
3. Irish Revenue will issue your company with a Tax Clearance Certificate
4. Send a copy of this certificate to [representatives@ucd.ie](mailto:representatives@ucd.ie)

## Degree Programmes exempt for commission payments

Commission will not be issued for the following programmes:

- Medicine
- Graduate Entry Medicine
- Veterinary Medicine
- Graduate Entry Veterinary Medicine
- Joint Masters (Global Change: Ecosystem Science and Policy, International Migration and Social Cohesion, Comparative Social Change, Development Practice and Humanitarian Action)
- Pre-Sessional Pathways
- Pre-Masters Pathways
- Online programmes

## Dual Agency Assistance – Impact on commission

In instances where a student receives assistance from more than one agency commission will be split between the two agencies.

Please note:

- UCD Global tracks all applications through the UCD Agent Portal. Commission will not be paid on any application which is not made through the agent portal.
- The UCD Agent portal also records instances where

applicants switch agencies. Therefore if any student leaves your organisation for another agency UCD Global will have a record of this.

- Agencies should contact UCD Global ([representatives@ucd.ie](mailto:representatives@ucd.ie)) if a student switches to their agency. A letter of authorisation from the student will be required before the application is transferred to your agent portal.
- Applicants have the freedom to choose whichever agency is most suitable for their individual requirements. UCD Global will support the student's choice of agency and will not promote one agency above another.
- UCD will have the final decision on how the commission will be split between the two agencies depending on the individual circumstances of the application.

## Scholarships – Impact on commission

Scholarships will have an impact upon commission. For full information on scholarships available to international students please visit the UCD Global website:

[www.ucd.ie/global](http://www.ucd.ie/global)

- Commission is calculated on what the student actually owes to UCD (net of scholarship)
- Example: The tuition fees for BSc Computer Science are €20,400. If a student receives a scholarship of €10,000 the actual fee that will be paid by the student is €10,400. Commission will be calculated on the €10,400.

## Commission Processing Timelines

**September** If commission payment is due to your agency, you will receive a list of students the end of September, which we will ask that you check against your records. If you confirm all in order we ask that you send us an invoice for agent commission. A Purchase Order will be then sent to you. This must be included in the invoice. Resend invoice to [invoices@ucd.ie](mailto:invoices@ucd.ie). Payment will be processed with 4-week of receiving this invoice.

If you think the list of students shared is incomplete please alert us to same (and similarly if list includes any students not associated with your agency) for further investigation.

**Note:** Do not include Pre-Sessional Students, International Study Centre (Foundation) progressed students or Summer School students.

**November** UCD review commission payments due to agents after November 1 each year (following university census). If no change against invoice received and checked in September, commission payment will be processed. If any discrepancy as to our records we will be in contact. We will process payments within 4 weeks of University census providing list of students being invoiced for is correct.

**January** UCD Global will contact you regarding students who have made new installment payments for purposes of completing commission payments, requesting that you create a new invoice. A Purchase Order will be then sent to you. This must be included in the invoice. Re-send invoice. Payment will be processed with 4-week of receiving this invoice.

**Note:** Invoices must include the Purchase Order Number and be on Company Headed Paper.



# Switching Representatives

UCD actively discourage our representatives transferring or seeking to transfer any student or prospective student from or to another agent. However, if there is evidence of problems or a lack of support from the initial agent resulting in the student needing to transfer, we accept that a change can be necessary, and we will investigate the issues fully if the agent in question is another of our representatives.

## Commission payments

When a student has used two representatives, we will decide how the commission will be divided between the two companies proportionate to the level of service given to the student. Evidence used to decide payment levels includes:

- information given by the student
- application records
- evidence such as emails or scanned copies of forms





# Visits to UCD

UCD receives many delegations from around the world each year. Delegations from education providers, government bodies, research institutions and other organisations visit in order to enhance existing relationships and to develop new ones. UCD particularly encourages its partners to visit and considers delegations as an excellent way to build meaningful and productive relationships.

Whilst UCD would like to be able to accept all requests, there are times when we must limit our response due to the high level of demand. Even if there is an existing relationship, we can't guarantee that a visit to UCD can be arranged.

In general, requests for all visits should be made through your Regional Manager, providing as much notice and detail as possible.

## Familiarisation

Agency staff are encouraged to undertake familiarisation visits to UCD. Such visits are intended to give an overview of services and facilities available at UCD and will typically entail meetings with staff from UCD Global (marketing and admissions) and faculties. Visitors should allow at least one whole day for such a visit.

Visits by representatives during October, February and May are not encouraged as many of the international staff from the faculties and UCD Global are travelling overseas at these times.

## By plane

Dublin is served by Dublin International Airport, which is located north of Dublin City Centre. There are frequent connecting buses from the airport to the city centre, including a special shuttle service, Airlink which brings passengers directly to Busáras (Central Bus Station, Dublin). Aircoach operates a service from Dublin Airport to Leopardstown /Sandyford / Stillorgan which passes UCD. Further details available at [www.aircoach.ie](http://www.aircoach.ie) For further information on Dublin Airport and Flights please visit Aer Rianta. Hit the Road available at [www.hittheroad.ie](http://www.hittheroad.ie) shows you how to get to or from UCD Campus using a combination of Dublin Bus, Luas and DART links. You can also change searching options and search how to get from point A to B anywhere in Dublin.

## By Train

By train Dublin is served by two main railway stations: Connolly Station and Heuston Stations. It is a short walk from Connolly Station to O'Connell Street, where the Dublin Bus numbers 2, 11 and 46A can be boarded for UCD. The route 145 provides a direct route from Heuston Station to Belfield via the city centre.





# Appendices

## Frequently Asked Questions

### Agent Portal & Applications

Please note: much of this information is available to Agents via the agent portal. Please refer to the agent portal in the first instance, and contact UCD Global on [representatives@ucd.ie](mailto:representatives@ucd.ie) if you cannot find the answer to your question.

#### Q I don't know how to use the agent portal or make applications! Help!

- There are detailed instructions on using the Agent Portal and making applications.
- These can be accessed from the 'Help' page in the Agent Portal. (top blue banner)
- Please read the 'How to Apply' section in the agent portal. This summarises the UCD application process.

#### Q Is there an application fee?

- UCD waives the €50 application fee for all applications made through the agent portal.
- The fee is automatically waived once the application is submitted.

#### Q When will I get a decision on an application?

UCD aims to process all applications and issue decisions within 10 working days. However this may take longer during busy periods, or for programmes requiring additional review (in the form of a portfolio, interview, etc.)

#### Q Can a student apply before completing an English Language Qualification?

- Yes, conditional offers can be issued to students to apply before submitting an English Language Qualification.
- An unconditional offer will only be issued when all supporting documentation, including English Language, has been uploaded to the application system.

#### Q Can a student apply before completing their high school qualifications/ undergraduate degree?

- Yes, conditional offers can be issued to students to apply before submitting their final grades.
- Students who do not have their final grades should submit as much information as possible about their academic ability e.g. previous examinations, mid-year reports. In the case of applications to undergraduate programmes, applicants should submit predicted grades supplied from their school where possible. These should be uploaded to the online application.
- An unconditional offer will only be issued when all supporting documentation, including final grades / transcripts have been uploaded to the application system

#### Q When does the application system open?

The online application system will open on the 1st October each year.

#### Q Application Deadlines?

- UCD operates a rolling admissions policy with decisions being taken as soon as possible after receipt of completed applications.
- In general courses will remain open until such time as all places have been filled. However please note that some programmes may have specific closing dates.
- Undergraduate courses normally have a closing date of the 15th July each year but popular programmes may close earlier so early application is advised.

#### Q I cannot locate a particular course when making an application. Please Help!

- All graduate courses will have their separate listing in the application system
- Not every undergraduate course is listed on the online application system.
- Some applications are made via omnibus subject groups and students chose their specialty at a later stage.
- Please see the list below for guidance on selecting the appropriate course on the online system.
  - **Engineering:** for all undergraduate Engineering courses please select: Engineering - Omnibus (NUS1) on the online application system.
  - **Science:** for all undergraduate Science courses please select Science (SCU1) on the online application system.
  - **Arts:** For all Arts Two-Subject combinations, please select BA Two-Subjects FT (BAU5) on the online application system.
  - **Social Sciences:** Similar to our BA Arts, our Social Sciences degree can also be taken with a two subject combination. Please select BSc Social Sciences FT (SBU3) on the online application system.
- If a course is not available on the application system it may be closed for applications or the applicant may have an existing application for this programme.
- Contact [representatives@ucd.ie](mailto:representatives@ucd.ie) for further assistance.

#### Q What happens when an offer is issued to a student?

- Offers (conditional and unconditional) must be accepted and the €500 deposit paid to secure the students place on the course.
- Offers will be lapsed if they are not accepted within the required period of time as stated in the offer letter.
- Deposits are non-refundable.

- Q What happens once a student accepts their offer?**
- If the offer is conditional – the missing documentation will need to be uploaded to the online application as soon as possible (e.g. English language or final transcript).
  - An unconditional offer will only be issued when all supporting documentation has been uploaded to the application system.
  - Once the student has accepted their offer (conditional or full) they can begin to consider
    - Accommodation
    - Visa Applications
    - Tuition Fee Payment
    - UCD Orientation / Registration

- Q A student who has already completed an application for UCD is now using the services of my organisation. Can this student be added to my portal?**

- Yes.
- Please email UCD Global ([representatives@ucd.ie](mailto:representatives@ucd.ie)) with the name of the student and their application / student number.
  - The student's application will be uploaded to the portal.
  - This will take approx. 24-48 hours but the delay may be longer in busy periods.
- If the student's application was previously being managed by another organisation, the new agency must provide UCD Global with a brief authorisation letter / email from the student (noting this instruction should come directly from the student to UCD). It should state that the student now wishes their application to be managed by the new agency.

- Q Can you please change an applicant's contact details? E.g. address or email?**

- Applicants contact details can be edited via the agent portal and agents should be encouraged to do this themselves. Instructions are listed below
  - Log into the agent portal
  - Select **APPLICATIONS**
  - Select **MY CANDIDATES APPLICATIONS**
  - Locate the appropriate student under the section **MY CURRENT APPLICATIONS**
  - Select **EDIT CANDIDATE**
  - Make the necessary changes and click save

- Q Can you please change our company's contact details? Can you please change a counsellors contact details?**
- Organisational contact details can be edited via the agent portal. Contact details of counsellors /agent contact can also be changed via the portal (except for the person's name).
  - Agents should be encouraged to do this themselves. Instructions below.
    - Log into the agent portal
    - Select **MY PROFILE** (top blue banner)
    - Select **EDIT PERSONAL DETAILS** or **EDIT ORGANISATIONAL DETAILS**
    - Make the necessary changes and click save.

## Fees, Scholarships And Accommodation

- Q What Scholarships are available?**
- To view scholarships offered by UCD Global, please visit [www.ucd.ie/global](http://www.ucd.ie/global).

- Q What are the Tuition Fees?**
- For information on Tuition Fee Rates, visit [www.ucd.ie/students/fees/noncourse\\_fees.html](http://www.ucd.ie/students/fees/noncourse_fees.html).

- Q When do students need to pay their fees by?**
- Students must pay their fees by the deadlines listed on the UCD Fees website. All students can pay their fees in instalments but if a student requires a visa to study in Ireland they will need to provide evidence to the Irish visa authority that they have paid sufficient proportion of their tuition fees before they can obtain their visa. Students will require an official receipt for this purpose. For further information on visa requirements, please click here [www.ucd.ie/global](http://www.ucd.ie/global)

Please see information below for further details on making payments and obtaining official receipts.



## Q How can students pay their tuition fees?

There are three different payment methods for international students:

- TransferMate (the preferred method for students who require a receipt for visa application purposes)
- International Bank Transfer
- Debit/Credit Card

Please visit the UCD Fees website for further information about these payment methods.

UCD bank account details are available online UCD Fees website

[www.ucd.ie/students/fees/howtopay.html](http://www.ucd.ie/students/fees/howtopay.html)

If students are paying by International Bank Transfer or Debit/Credit Card please note:

- if you use a direct payment method you will need to contact UCD for receipts relating to Visa applications etc. This may take some time; therefore we urge international students to use **TransferMate** to expedite payment and visa applications.
- if you pay UCD directly by International Bank Transfer it is essential that you include your student number (or application number) as the sole narrative. Please keep a copy of the Bank Transcript for your records.

## Q How do students obtain an official receipt for visa purposes?

The methods of obtaining an official receipt for visa purposes depends on how the student has paid their tuition fees:

- TransferMate: students can print out their own receipt from their TransferMate online account.
- International Bank Transfer or Debit/Credit Card – students will need to request an official visa receipt from the UCD Fees Office.
- Agents should contact [representatives@ucd.ie](mailto:representatives@ucd.ie)

Please note: it may take several days for UCD to issue a formal receipt for visa purposes. Therefore, when possible, we would recommend that students use the TransferMate facility

## Q Is On-Campus Accommodation available?

On Campus Accommodation is limited and is predominantly allocated to undergraduate first year students. Students can only apply for accommodation when they have accepted an offer to study in UCD.

UCD on-campus accommodation is managed by UCD Residences, who manage the accommodation application system and set the criteria for booking rooms.

## Q My students require help locating off-campus accommodation?

UCD Residences operate the [ucdaccommodationpad.ie](http://ucdaccommodationpad.ie) website to assist students with finding off-campus accommodation. Students should email [roombookingsupport@ucd.ie](mailto:roombookingsupport@ucd.ie) with their student number/application number to register for the site.

The following websites also have advertisements for available accommodation in Dublin:

- [www.daft.ie](http://www.daft.ie)
- [www.independent.ie](http://www.independent.ie)
- [www.let.ie](http://www.let.ie)
- [www.myhome2let.ie](http://www.myhome2let.ie)
- [www.letbynet.com](http://www.letbynet.com)

It is recommended that students should view private accommodation in advance to make sure it suits their requirements.

Students may wish to book temporary accommodation for when they first arrive in Ireland. The websites below may help students to locate suitable temporary accommodation.

UCD is located in Belfield, Dublin 4.

- [TripAdvisor.ie](https://www.tripadvisor.ie)
- [VisitDublin.com](http://VisitDublin.com)
- [Hostelworld.com](http://Hostelworld.com)





# UCD Global CENTRES

UCD has a network of Global Centres located in five countries around the world. Staffed by UCD employees, these centres are contact and information hubs for students applying to UCD. Please email [representatives@ucd.ie](mailto:representatives@ucd.ie) with any enquiry or request for support. For the contact in your region, please view our Meet the Team page on [www.ucd.ie/global](http://www.ucd.ie/global).



## NORTH AMERICA

University College Dublin  
Global Centre North America ,  
12 E. 49th Street, 11th Floor,  
New York, NY 10017, USA  
e: [northamerica@ucd.ie](mailto:northamerica@ucd.ie)

Northeast & Mid-Atlantic Regions  
t: +1-646-690-9024 (Eastern Time)

Central Region  
t: +1-847-373-6731 (Central Time)

West Region  
t: +1-650-255-8532 (Pacific Time)



## SOUTH ASIA

University College Dublin Global Centre India  
Access Work Business Centre,  
11th Floor, Building 8C, DLF Cyber Hub,  
Gurgaon – 122002, Haryana, India  
e: [india@ucd.ie](mailto:india@ucd.ie)  
t: +91-9940633500 / +91-9384810500



## CHINA

University College Dublin Global Centre Beijing,  
1702, DRC Diplomatic Office Building,  
No. 19 Dongfang Dong Road,  
Chaoyang District, Beijing, China 100016  
e: [chinaoffice@ucd.ie](mailto:chinaoffice@ucd.ie)

都学 | University College Dublin  
UCD全球中心(中国) | 北京市朝阳区亮马  
桥路  
50号燕莎中心办公楼C612A  
邮编 : 100125  
电话 : +86 010 8448 4288 / 4287

微信: 爱尔兰 UCD



## MIDDLE EAST AND NORTH AFRICA

University College Dublin Global Centre Dubai  
Dubai Knowledge Park, Block 2B,  
Office F-06, Dubai  
e: [dubai@ucd.ie](mailto:dubai@ucd.ie)



## DUBLIN OFFICE

UCD Global,  
Gerard Manley Hopkins International Centre,  
Belfield, Dublin 4, Ireland  
e: [internationaladmissions@ucd.ie](mailto:internationaladmissions@ucd.ie)  
t: +353 1 716 8500



## ASIA PACIFIC

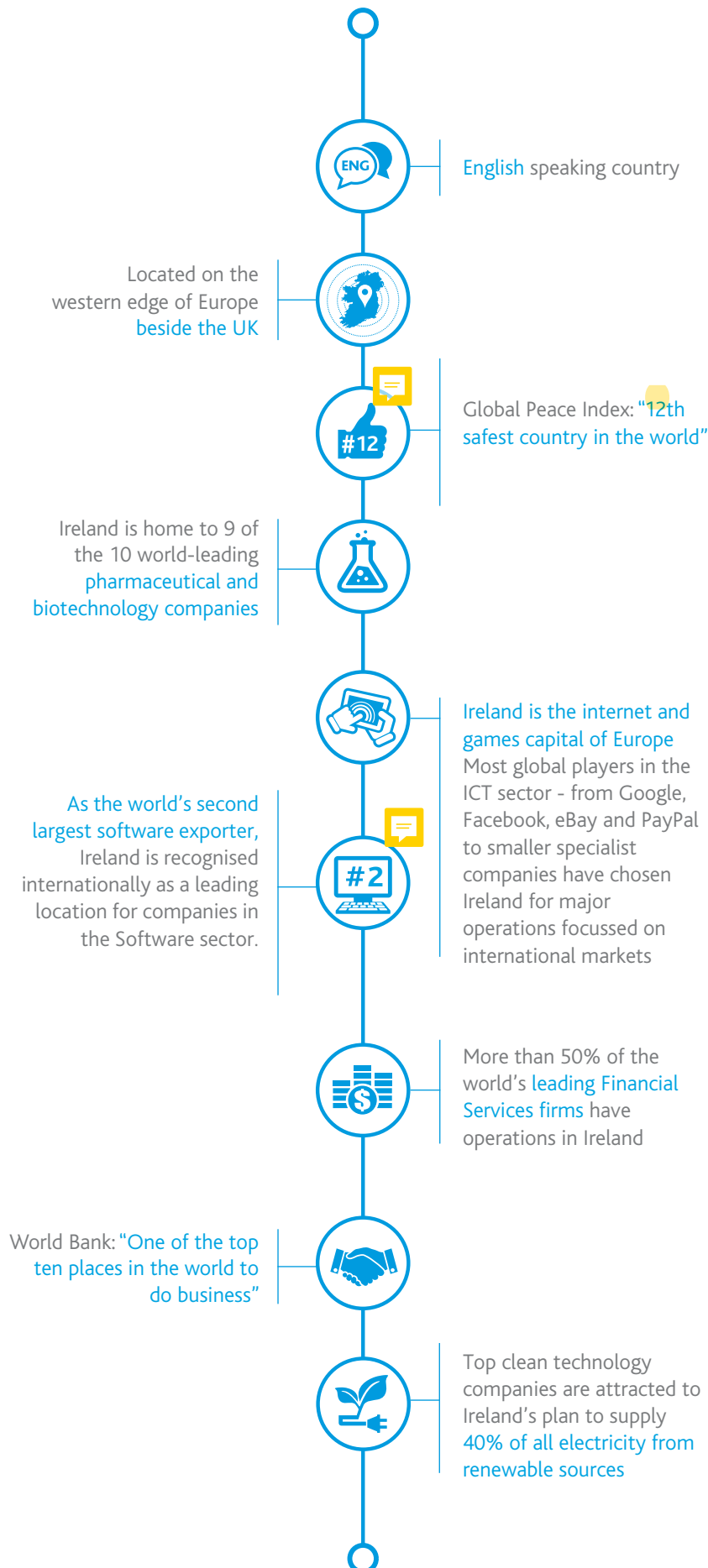
University College Dublin  
Global Centre Southeast Asia,  
Suite 9.07, North Block, The Ampwalk,  
No. 218, Jalan Ampang,  
50450 Kuala Lumpur, Malaysia  
e: [southeastasia@ucd.ie](mailto:southeastasia@ucd.ie)  
[eastasia@ucd.ie](mailto:eastasia@ucd.ie)  
t: +60 (0) 12 2110 493  
+60 (0) 12 2110 554





# Why Ireland?









## Belfield campus

Belfield, the main University College Dublin campus is located on a 133 hectare site, 4km south of Dublin city centre. The campus in an attractively landscaped complex of modern architectural buildings, accommodating student residences and numerous leisure and sporting facilities.

Building	No	Grid
Agnes McGuire Social Work Building (Arts Annexe)	1	E9
UCD Agriculture and Food Science Centre	2	D7
Ardmore Annexe	3	C8
Ardmore House	4	C8
Bank, AIB	5	C8
Belfield Office Park	6	D2
Belgrove Student Residences	7	E8
Bicycle Shop	8	B10
UCD Bowl	9	C4
Campus Services	10	D7
UCD Centre for Molecular Innovation and Drug Discovery	11	D6
Centre for Research in Infectious Diseases (CRID)	12	B8
Centre for Synthesis and Chemical Biology (CSCB)	13	D7
Charles Institute	14	C5
UCD Clinton Centre for American Studies (Belfield House)	15	B10
UCD Computer Centre	16	C5
UCD Computer Science and Informatics Centre	17	C6
UCD Conway Institute	18	B5
Crannóg House	19	G12
Daedalus Building	20	C9
Energy Centre	21	F3
UCD Engineering & Materials Science Centre	22	C9
Environmental Protection Agency	23	E1
UCD Geary Institute (Arts Annexe)	24	F9
Gerard Manley Hopkins Centre (UCD International Office)	25	D9
Glebe House	26	G11
Glenomena Student Residences	27	C11
Hanna Sheehy-Skeffington Building (Arts Annexe)	28	E9
Health Sciences Centre	29	C5
UCD Humanities Institute Ireland	30	F9
Information Point	31	B8
UCD Institute of Sport & Health / Leinster Rugby	32	F2
Irish Institute for Chinese Studies (UCD Confucius Institute)	33	G11
UCD James Joyce Library	34	D7
UCD John Hume Institute for Global Irish Studies (William Jefferson Clinton Auditorium)	35	B9
Medical Bureau of Road Safety (MBRS)	36	D5
Merville Student Residences	37	D11
National Hockey Stadium	38	D4
National Institute for Bioprocessing Research and Training (NIBRT)	39	C12



Building	No	Grid
National Virus Reference Laboratory (NVRL)	40	C8
Newman Building	41	D8
NovaUCD	42	B12
Oakmount Crèche	43	G6
UCD O'Kane Centre for Film Studies (Observatory)	44	F7
O'Reilly Hall	45	C7
Our Lady Seat of Wisdom Church	46	E6
Pavillion	47	D4
Planning and Environmental Policy	48	E1
UCD Lochlann Quinn School of Business	49	D9
UCD Research	50	C8
Restaurant	51	D9
Richview Buildings Labatory	52	E1
Richview Lecture Building	53	F1
Richview Library	54	E1
Richview Memorial Hall	55	F1
Richview Newstead Block A	56	F2
Richview Newstead Block B (Main Bld)	57	F2
Richview Newstead Block C	58	E3
Richview School of Architecture	59	E1
Roebuck Castle	60	G11
Roebuck Hall Residence	61	F11
Roebuck Offices	62	G11
UCD Rosemount Environmental Research Station	63	H4
UCD Science Centre (Hub)	64	D6
UCD Science Centre (North)	65	C6
UCD Science Centre (West)	66	D6
UCD Science Centre (East)	67	C6
UCD Sports Centre	68	E5
St. Stephens	69	C10
UCD Student Centre	70	D5
Building 71	71	D9
UCD Student Learning Leisure and Recreation Facility	72	E5
UCD Sutherland School of Law	73	D10
Systems Biology Ireland (SBI)	74	C6
Tierney Building (Administration Building)	75	C8
UCD Earth Institute - Richview	76	F1
Veterinary Hospital	77	B6
UCD Veterinary Sciences Centre	78	B6
Woodview House	79	B5



## Blackrock campus

The UCD Michael Smurfit Graduate School of Business is located on the campus at Blackrock, County Dublin.

- |  |                   |
|--|-------------------|
| 1. Blackrock Examination Centre                    | 11. Oratory       |
| 2. Copi-Print / ILTG                               | 12. Proby House   |
| 3. D Building                                      | 13. Restaurant    |
| 4. E Building / Memorial Hall                      | 14. Services Desk |
| 5. East Hall                                       | 15. West Hall     |
| 6. Graduate School of Business                     | 16. Laundry Room  |
| 7. Library   |                   |
| 8. Liguori House (Grey House)                      |                   |
| 9. Management House Executive Education            |                   |
| 10. Marketing Development Programme (Granite Room) |                   |

Further information is available at:  
[www.smurfitschool.ie/location/](http://www.smurfitschool.ie/location/)





**Contact Us:**  
[representatives@ucd.ie](mailto:representatives@ucd.ie)

The information provided in this guide is correct at the time of going to press, but guidance is subject to continuing development and the University reserves the right to make changes at any time. As much notice as possible will be given of such changes, but please check the Agent Portal regularly. All enquiries in relation to application and admission should be addressed to [representatives@ucd.ie](mailto:representatives@ucd.ie) or the respective Global Centre team servicing your country.

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