DUBLIN COLLEGE
FURTHER EDUCATION
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Welcome to
Dublin College Balbriggan Swords Learner Induction

BALBRIGGAN | Castlemill | Student Onboarding 05.09.25

DUBLIN COLLEGE
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INDUCTION CASTLEMILL EDUCATION CENTRE

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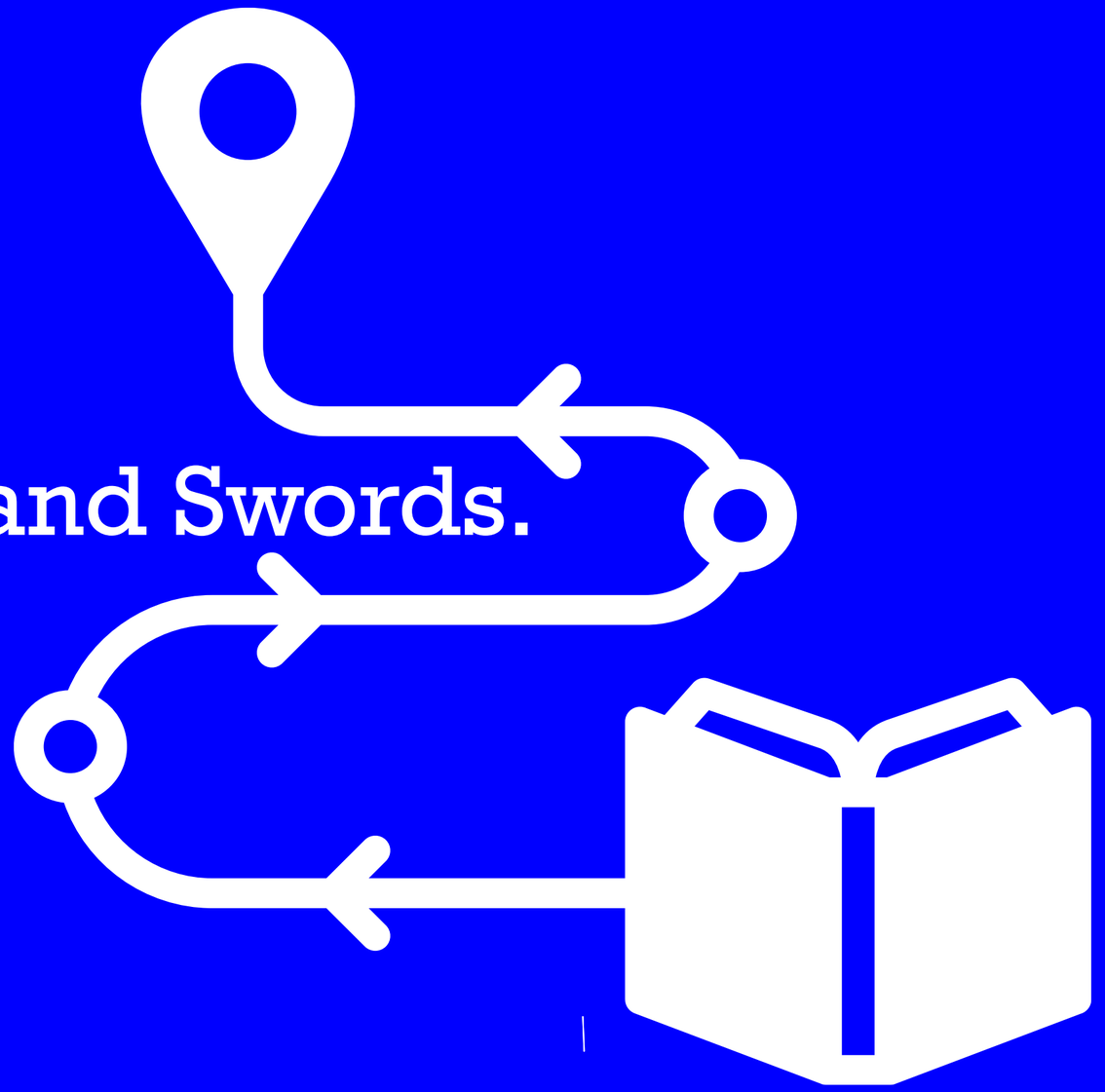
Welcome

Welcome to the start of your learning journey with Dublin College Balbriggan and Swords. We hope you enjoy and maximise your time with us!



DUBLIN COLLEGE
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Location

Castlemill Education Centre
The Park, Balbriggan,
Co. Dublin, K32 P237

01 802 0360

Reception Hours: 9am-3pm Mon-Thurs
9am-1pm Friday
*Classroom access from 9am only

Door Access CODE: 1234
9am-3pm

STAFF PARKING
ONLY WITH PERMIT

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Meet The Team

Name: Joanne Russell
Position: Adult Education Officer
Responsibility: Overall Management of Dublin College Balbriggan & Swords
joannerussell@ddletbaes.ie

Name: Paula Brennan
Position: QA/ BTEI Co-ordinator
Responsibility: Quality Assureance & Part-time courses Castlemill
paulabrennan@ddletbaes.ie

Name: Catherine Dowling
Position: Health, Community & Childcare Co-ordinator
Responsibility: Part-time Courses
catherinedowling@ddletbaes.ie

Name: Hanna McManus
Position: ESOL Co-ordinator
Responsibility: Part-time English Language classes
hannamcmanus@ddletbaes.ie

Name: Shane Keeling
Position: ESOL Support Officer
Responsibility: Supporting ESOL Students
shanekeeling@ddletbaes.ie

Name: Olga Walsh
Position: Clerical Officer
Responsibility: Administration, Reception,
olgawalsh@ddletbaes.ie

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Meet The Team

Name: Cathy Stewart Breen
Position: Student Liaison Officer
Responsibility: Student support, part-time programmes
cathystewartbreen@ddletbaes.ie

Name: Orla Hicks
Position: Adult Guidance Counsellor
Responsibility: Education, career guidance and counselling
orlahicks@ddletbaes.ie

Name: Kevin McCabe
Position: Information Officer
Responsibility: Information and coursesi internally and external
kevinmccabe@ddletbaes.ie

Name: Amy Louise Kelch
Position: Student Liaison Officer
Responsibility: Student support, part-time programmes.
amylouisekelch@ddletbaes.ie

Name: Fiona Kavanagh
Position: Adult Literacy Organiser
Responsibility: Literacy Programme co-ordination/support
fionakavanagh@ddletbaes.ie

Name: Melanie Loughran
Position: Literacy Support Officer
Responsibility: Supporting Litereacy Students/Teachers
melanieloughran@ddletbaes.ie

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Meet The Team

Name: Tracy McCormack
Position: Assistant Staff Officer
Responsibility: Administration, Finance, QQI Admin
tracymccormack@ddletbaes.ie

Name: Mark Russell
Position: Programme Support Officer
Responsibility: BTEI/ ESOL Programme
markrussell@ddletbaes.ie

Name: Zara Rogers
Position: Social Media, Marketing, Centre Manager
Responsibility: Marketing and Promotions, Centre Manager Balbriggan
zararogers@ddletbaes.ie

Name: Kate Kelly
Position: Clerical Officer
Responsibility: Administration, Reception
katekelly@ddletbaes.ie

Name: Megan Wilson
Position: Clerical Officer
Responsibility: Administration Reception
meganwilson@ddletbaes.ie

Name: Indre Brazaite
Position: Facilities Assistant
Responsibility: Cleaning, upkeep of centre and facilities.
cec@ddletbaes.ie

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Communication

Contact between students and Dublin College Balbriggan and Swords can happen in a variety of ways:

Phone

Text message

Email

Letter

Currently our official email addresses are, '@ddletbaes.ie however these are due to change in coming year to **@dublincollege.ie**

Communication

- A course co-ordinator, Student Liasion Officer or ESOL Support may contact you from a ‘work issued mobile phone’.

- We may also contact you via text message using learner management software, the caller ID will appear as **FET**. These texts are usually sent to a group of people for specific notifications:

1. Class is cancelled
2. Class is rescheduled
3. Centre Closures
4. Room or location changes
5. Scheduled Events

- If a learner does not have a mobile phone, staff will try to contact landlines as early as possible before the class time.

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SOCIAL MEDIA

We have two social media accounts, Facebook and Instagram. Please follow us for the following:

- Up to date **Information on Centre Closing/Opening** Weather Warnings etc.
- **Upcoming Events** in each centre
- **Employment Opportunities**
- **CAO / College Update**
- **Student Life**/Testimonials
- **Celebrations**/Special occasions

FOLLOW US

Instagram & Facebook

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Follow Dublin College Balbriggan Swords on Social Media

Instagram

Facebook

@dublincollegebalbrigganswords

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FOLLOW US

Instagram & Facebook

Please note these channels are not to be used to communicate absences or entertain requests. We bear no responsibility or liability for anything posted on WhatApps groups or social media groups set up by students.

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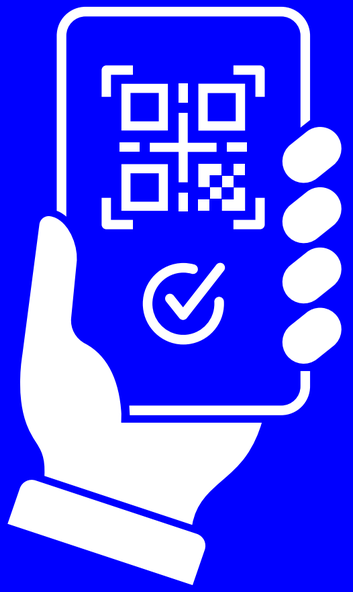

FOLLOW US

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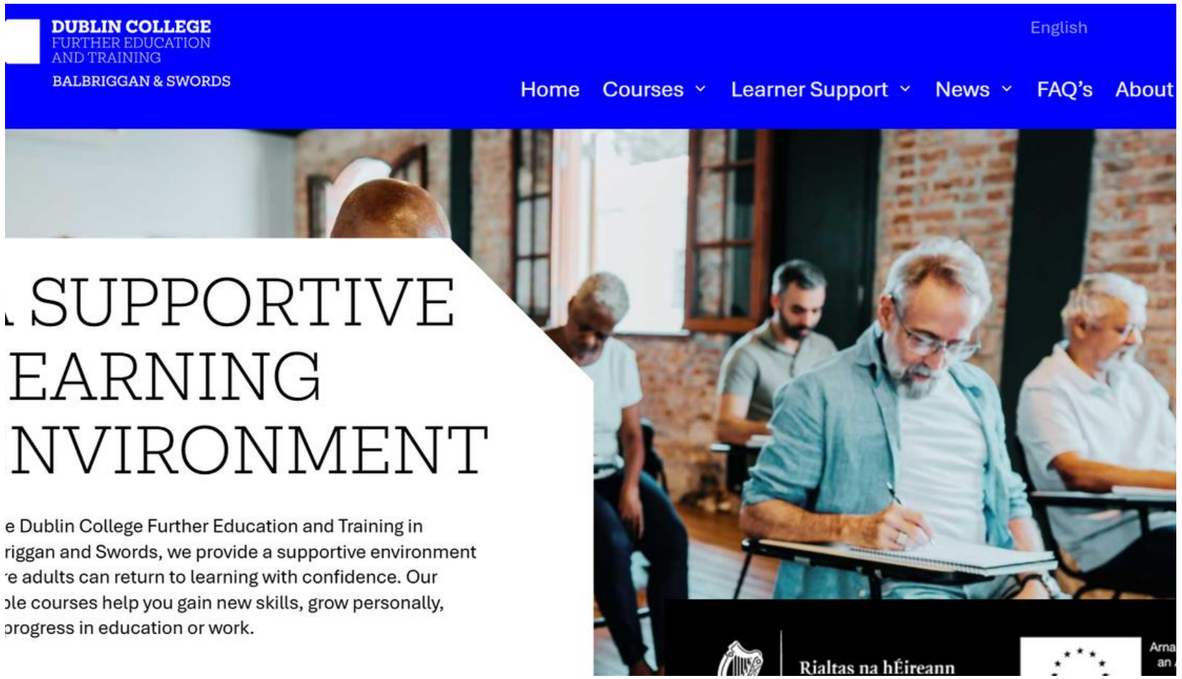
Dublin College Balbriggan Swords Website

We have a website:

www.dublincollegebalbrigganswords.ie

- **Here you will find information on courses.**
- **Access to applications for courses.**
- **Learner Supports**
- **Adult Literacy Service**
- **Adult Guidance and Information Service.**



DUBLIN COLLEGE
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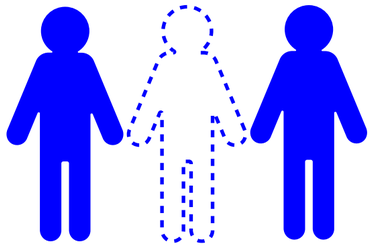
PHOTOGRAPHS

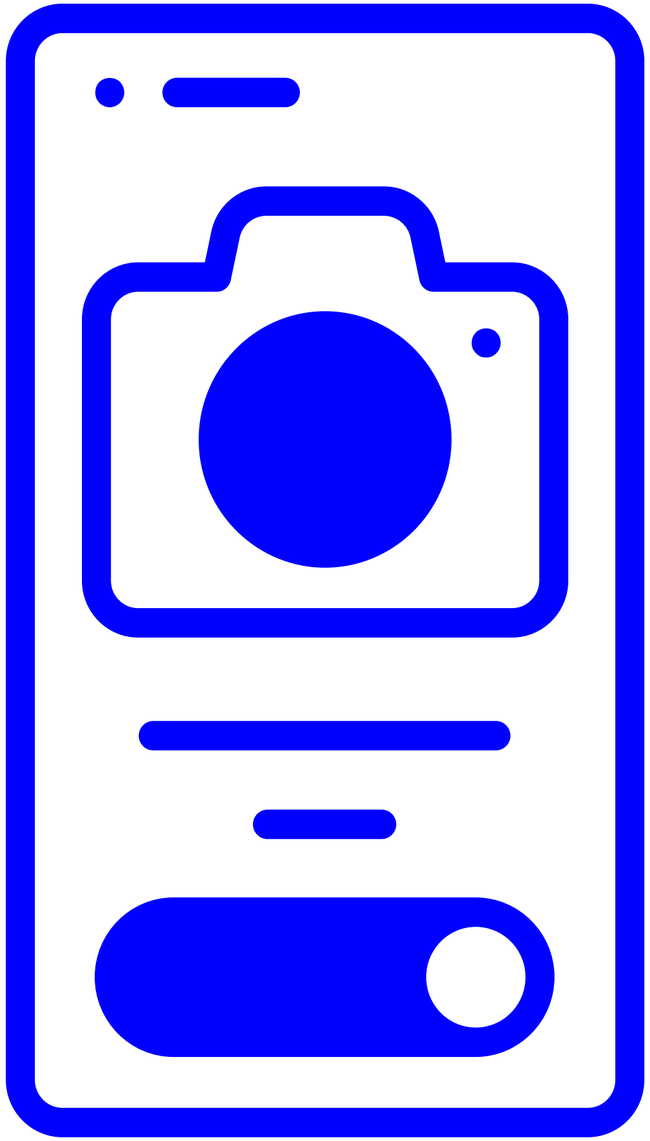
Dublin College Balbriggan Swords & DDLETB may use photographs and video images, taken of students during term, for the following media/publicity purposes:

- Social Media accounts
- Websites
- Posters,
- Flyers,
- Adverts,
- newsletters/newspaper articles, websites.

We use photographs/video to keep a record of events.
You will be asked for permission to use your photograph at the beginning of term in such instances and have the right to refuse. This is done via a form.

If in doubt, just step out of the picture.





DUBLIN COLLEGE
FURTHER EDUCATION
AND TRAINING

PHOTOGRAPHS

DUBLIN COLLEGE
FURTHER EDUCATION
AND TRAINING
BALBRIGGAN-SWORDS

Use of photographs and video Images

(including accompanying text)

Dublin and Dún Laoghaire Education and Training Board & Adult Education Service Balbriggan and Swords may use photographs, taken of students during term, for the following media/publicity purposes: posters, flyers, adverts, newsletters, newspaper articles and websites. We use photographs to keep a record of events etc.

- Students/staff in photographs or videos published on DDLETB's and/or DDLETB website **will not be named or identified** in any way other than by group e.g. VTOS go to plant trees etc.
- Consent to the processing of a photograph and/or video can be withdrawn at any time by filling out a Data Erasure Form which is available on request from dataprotection@ddletb.ie. Please submit this form to the school/college/centre or directly to the DDLETB's Data Protection Office at dataprotection@ddletb.ie or you can contact *administration / reception staff for guidance on how to do this*

Please sign to confirm your consent:

I give consent to DDLETB to use photographs/videos of me (along with accompanying text) and I understand there is no payment for my participation.

Signed: _____

Print Name: _____

Date: _____ **Contact Number:** _____

Course Currently Attending: _____

Give CONSENT
Sign White Form

DUBLIN COLLEGE
FURTHER EDUCATION
AND TRAINING
BALBRIGGAN-SWORDS

Use of photographs and video Images

(including accompanying text)

Dublin and Dún Laoghaire Education and Training Board & Adult Education Service Balbriggan and Swords may use photographs, taken of students during term, for the following media/publicity purposes: posters, flyers, adverts, newsletters, newspaper articles and websites. We use photographs to keep a record of events etc.

Please sign to confirm you are not giving consent

I do not give consent to DDLETB to use photographs/videos of me (along with accompanying text).

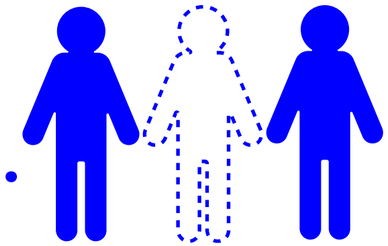
Signed: _____

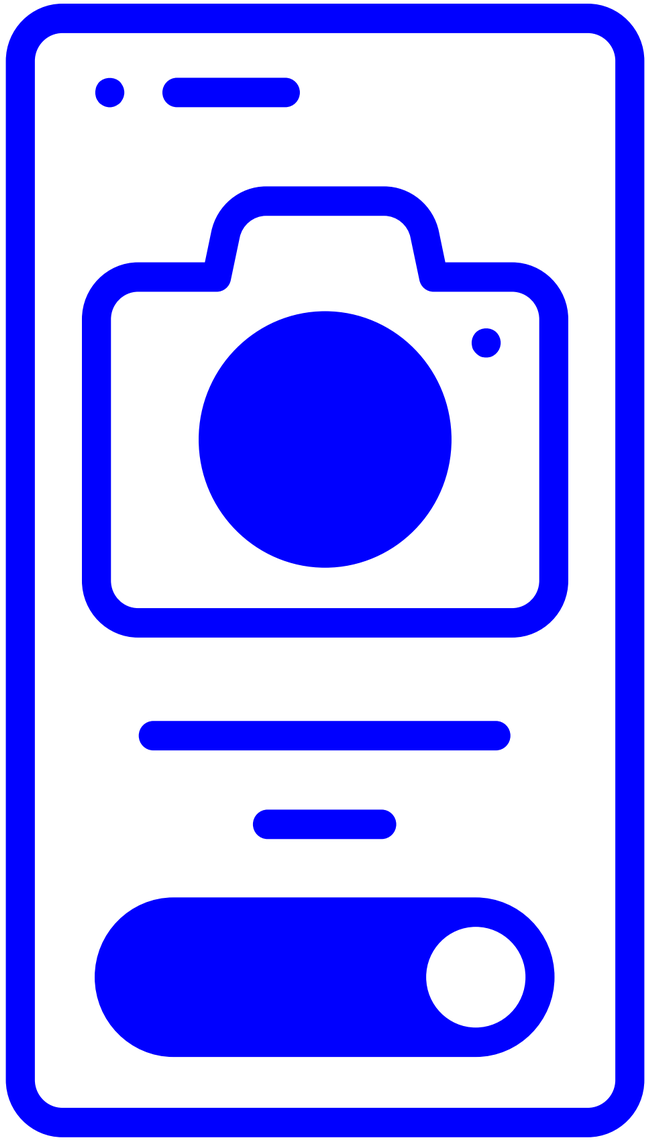
Print Name: _____

Date: _____ **Contact Number:** _____

Course Currently Attending: _____

Do not give CONSENT
Sign Yellow Form





If in doubt, just step out of the picture.

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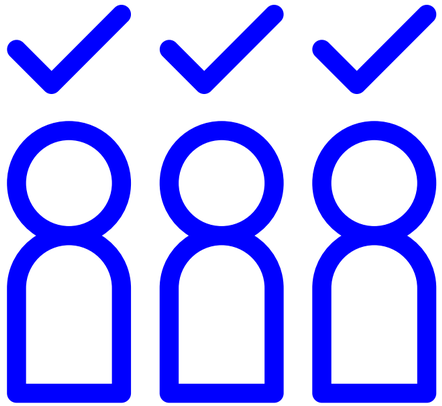
ATTENDANCE

- Once you accept a place on your course you are expected to come to **all** your classes and **participate fully** in what is going on.
- You are required to attend a **minimum 80%** of class time (to be considered for QQI certification or to ensure your continued place on the course)
- You must also be aware that it is considered unacceptable to be absent for **three consecutive classes** (in one subject).
- Many of our courses operate on a continuous assessment basis; therefore, **attendance for assessment dates** is essential.



BENEFITS OF GOOD ATTENDANCE

Regular attendance is one of the most important factors in learner success. Attending classes consistently helps learners:

- **Achieve** better results by keeping up with course content and assessments.
- Develop **knowledge and skills** through active participation in lessons and practical activities.
- Build **confidence** by staying engaged and prepared.
- Receive **support** when needed from tutors, guidance staff, and classmates.
- Establish positive **routines** that support learning, work, and personal responsibilities.
- Improve e**mployability skills**, including reliability, timekeeping, and commitment.
- Create **connections** and **friendships** with fellow learners, contributing to a positive college experience.
- Stay **informed** about important course updates, deadlines, and opportunities.
- Increase **progression** opportunities to further education, training, or employment.
- Get the most **value** from their educational experience and personal investment in learning

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ABSENCE

If you are unable to attend class please contact the centre as soon as possible so that your absence can be communicated to the teacher.

01 802 3600

cec@ddletbaes.ie

Communication is vital if you are unable to attend for a specific period. You can email your Programme Co-ordinator or Student Liaison Officer directly with any absences.

Paula Brennan- **paulabrennan@ddletbaes.ie** (Beauty, Computers, Business Admin,etc)

Catherine Dowling- **catherinedowling@ddletbaes.ie** (Childcare, Community Care,SNA)

Cathy Stewart Breen- **cathystewartbreen@ddletbaes.ie** (All courses)

Please note, key workers or family member can contact the centre on your behalf to notify absences. Requesting other learners to inform us verbally/electronically of your absence **is not accepted**.

DUBLIN COLLEGE
FURTHER EDUCATION
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Refreshment Breaks

- **HOT WATER (available in flasks in the student hub) to make TEA & COFFEE. You need to** bring your **own cup** each day and bring it home, as we do not have a fully equipped canteen. Cups left in the centre will be disposed of.

- **No Food** to be eaten in classrooms please eat in student hub.

- **FILTERED WATER** are available bring your won bottle.

- **Smoking and Vaping** are not permitted in any of the Centres. While smoking or vaping in designated areas outside the complex gates. Please **do not block** entrances. Dispose of any waste correctly.

- **Alcohol and illegal substances** are not permitted in any of the Centres and participants presenting in an unfit state due to the effects of alcohol or any illegal substance will be asked to leave the Centre.

- **Breaktimes** will be assigned by Programme Co-ordinators.

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Mobile Devices

- Mobile phones may not be used during class except with the permission of the teacher/tutor. All mobile phones are to be switched to silent for the duration of the class.
- However, if necessary, mobile devices may be used during class times to support the learning process. These can include the use of mobile phones, iPads, tablets and laptops.
- Learners are asked to use the equipment **appropriately** for the lesson and for no other reason.
- Pictures and video images may be captured in the classroom as evidence for assessment. These images are to be **only used** in the context of the **assessment**.
- Audio or video recording and/or live streaming are **strictly prohibited.**
- Reproduction or sharing of these images is **prohibited** and are liable to Disciplinary Procedures.

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Internet Searches

- It is **prohibited** to access any information on the Internet that is not directly related to your course
- It is prohibited to access or download any information on the Internet that is deemed to be **pornographic, offensive or racist** in content
- **CONTRAVENTION OF THE ABOVE WILL RESULT IN INSTANT DISMISSAL FROM THE CENTRE**
- All equipment in the centre should be handled with care and respect and used only under the supervision of your teacher/tutor.

DUBLIN COLLEGE
FURTHER EDUCATION
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POSITIVE LEARNING ENVIRONMENT FOR ALL LEARNERS & STAFF

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BALBRIGGAN
SWORDS

Treat everyone with
KINDNESS, DIGNITY and RESPECT.
We will not tolerate any verbal, physical, or racial abuse towards any learner or staff member.

BALBRIGGAN

Castlemill

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Good Vibes Only

We want all learners to have a positive learning experience with Dublin College Balbriggan and Swords.

However, if you have any difficulties relating to your learning experience with Dublin College Balbriggan Swords please notify your tutor/teacher or Programme Co-ordinator as soon as possible.

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CREATING A POSITIVE LEARNING ENVIRONMENT

We all share responsibility for maintaining a learning environment that is safe, respectful, and conducive to learning. Behaviours that undermine this environment may affect an individual's ability to participate fully in their programme and may be addressed in line with college procedures

We ask all learners to contribute positively to the learning environment by:

- Treating others with courtesy, respect, and kindness.
- Valuing diversity and being inclusive of people from all backgrounds, identities, and experiences.
- Communicating in a respectful and constructive manner, even when opinions differ.
- Managing disagreements calmly and appropriately.
- Demonstrating respect for tutors, staff, guest speakers, and fellow learners.
- Take responsibility for their own behaviour and learning.
- Contribute positively to a safe, inclusive, and supportive learning environment.

The following behaviours can impact individuals and groups reaching their potential.

Please be mindful of your behaviour and refrain from the following:

- Bullying, intimidation, or harassment.
- Discriminatory remarks or behaviour based on race, gender, age, religion, disability, sexual orientation, or any other protected characteristic.
- Verbal abuse, aggressive language, or threatening behaviour.
- Persistent arguing or confrontational behaviour.
- Constantly interrupting others when they are speaking
- Distracting others through excessive talking or noise
- Disrespect towards tutors, staff, or fellow learners.
- Sharing confidential information about other learners or staff.
- Misuse of social media relating to the learning environment.
- Refusal to follow reasonable instructions from staff including Health and Safety instructions
- Damaging property

DUBLIN COLLEGE
FURTHER EDUCATION
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Code of Conduct

We believe that everyone, including learners and staff, has the right to learn and work in an atmosphere of mutual respect.

The following Code of Conduct is to support learners in achieving their learning goals.

All learners are required to **sign** the 'Code of Conduct' at the start of term.

BALBRIGGAN | Castlemill

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BALBRIGGAN-SWORDS

Student Name: (BLOCK CAPITALS)

Dublin College Balbriggan & Swords, (DDLETB)

Our mission in Dublin & Dún Laoghaire ETB is to be the leading provider of integrated education services which enable children, young people and adults to fulfil their potential in a positive learning environment. We will promote equality, innovation and partnership in the delivery of our services.

Adult Education Service Balbriggan and Swords

Code of Conduct

We believe that everyone, including staff and learners, has the right to work and learn in an atmosphere of mutual respect. The following Code of Conduct is to support learners in achieving their learning outcomes.

COMMUNICATION

1. Communication with learners is through a variety of methods; phone, text message, letter or email.
2. All communications by email is via official email addresses, '@ddletbaes.ie' or '@ddletb.ie'
3. Communication between learners and Course Coordinators may occur via 'work issued mobile phones' or from the learner management software, which will appear as at text from FET (where appropriate, Course Coordinators will give out their mobile phone number).
4. In the event of a class being cancelled, learners will receive a text message from FET. If a learner does not have a mobile phone, staff will endeavor to contact landlines in adequate time.
5. Staff may email learners with feedback regarding their work after normal working hours (9am-5pm). In these instances, learners are not expected to reply or act on these emails until the following day.
6. Similarly, learners may email teachers/tutors with assignment drafts, requests etc. These will not be responded to until the next working day.
7. Dublin College Balbriggan and Swords host a number of social networking sites, Facebook, Instagram and Twitter. The purpose of these is to share information and to promote the service and events that are happening in the service. They are not used to communicate absences or entertain requests.

Disciplinary Procedure

When behaviour or actions do not meet the required standard the following disciplinary procedure will be enacted:

There are 4 stages of disciplinary actions and formal records are kept when the procedure is being applied. The level at which the disciplinary procedure is invoked shall be appropriate to the perceived seriousness of the offence. In circumstances of serious behavioural and academic misconduct there is a right to invoke the final stage without reference to other earlier stages.

(a) Stage 1 – Verbal warning

(b) Stage 2 – First written warning

(c) Stage 3 – Final written warning

(d) Stage 4 – Suspension pending investigation and/or dismissal

CLASSROOM CONTRACT

The classroom contract defines what students can expect from the Dublin College Balbriggan and Swords. It aims to help and encourage you, the student, to actively participate in and take responsibility for your learning. It is each student's responsibility to be familiar with and to comply with the agreed classroom contract.

You will **sign** your classroom contract at the start of term.

DUBLIN COLLEGE FURTHER EDUCATION AND TRAINING BALBRIGGAN-SWORDS

Dublin College Balbriggan and Swords Classroom Contract

The classroom contract defines what students can expect at Adult Education Service. It aims to help and encourage you, the student, to actively participate in and take responsibility for your learning. It is each student's responsibility to be familiar with and to comply with the agreed classroom contract.

Classroom Etiquette

Students are required to:

- **Show Respectful Participation**. Listen to what your fellow students and Teacher/Tutor have to say and allow each person to speak, without talking over them. Take part in discussions. Being an active participant in your classes helps you to understand the material and it also helps your fellow students.
- **Remember not to dominate the discussion**. While you should take part in classroom discussion, do not dominate it, as you may be denying others an opportunity to participate.
- **Arrive on time.** When you arrive late to class, it can create a distraction for others. You are also depriving yourself of valuable learning time. Practice the art of punctuality by arriving a few minutes early.
- **Come to class prepared.** This helps you get the most out of class.
- **Turn off your mobile phone and put it away**. If you need to have your phone on for an emergency, let the Teacher/Tutor know in advance and set your phone to vibrate/silent. Leave the classroom before taking the call.
- **Behaviour**. Any form of challenging or aggressive behaviour is not acceptable or tolerated. Our disciplinary policies and procedures are aimed at ensuring the necessary structure for our staff to maintain positive behaviour in the classroom and a positive learning environment in our centres.

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GUIDE TO PARTICIPATION: MAKING THE MOST OF YOUR LEARNING

- **Show Respectful Participation.** Listen to each other and allow each person to speak, without talking over them.
- **Take part in discussions**, everyone learns from participating in the class but don't take over. Give everyone a chance to talk.
- **Arrive on time** or better still, arrive a few minutes early. When you arrive late to class, it can create a distraction for others, and you will have missed out on valuable learning time.
- **Come to class prepared**. This helps you get the most out of class.
- **Keep** on top of assignment. Communicate with teacher/tutor is you are have difficulties.
- **Mobile phone** set your phone to vibrate/silent. Excuse yourself and leave the classroom before taking the call.

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Course Related Grievance Procedure

- Dublin College Balbriggan and Swords is committed to ensuring every learner has the opportunity to learn, achieve and succeed while attending a course/programme with our service.
- Sometimes though things go wrong, maybe the course content doesn't suit or the form of teaching isn't what you expected, maybe there are issues with a classmate or the facilities offered are unsatisfactory. If you are unhappy with a situation within the service, there is a three-stage process which can follow to try to resolve the issue.
- **Stage 1: Informal Resolution Process** – You should meet the person or people you have the grievance with and try to solve the issue. If that isn't possible, move to stage 2.
- **Stage 2: Information Resolution Process** – Contact the Course Coordinator who will help you work towards a resolution with the other person.
- **Stage 3: Formal Resolution Process** – If Stages 1 and 2 haven not been successful, you should make a complaint in writing to the Adult Education Officer Joanne Russell. The Adult Education Officer will provide a response in writing to the learner within 10 working days.

DUBLIN COLLEGE
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ASSIGNMENTS

Assignments are given to students to assess their knowledge and to meet assessment criteria for certification.

This applies at QQI level, 4, 5 & 6. The following is information regarding communication on assignments.

DUBLIN COLLEGE
FURTHER EDUCATION
AND TRAINING

ASSIGNMENTS COMMUNICATION

- Your teacher or tutor will tell you exactly how to submit assignments, whether uploaded through your DDLETB account or on Moodle.
- Feedback may be emailed back to you or uploaded on Moodle.If this happens outside of normal working hours (9am-5pm) you are not expected to reply or act on these emails at once.
- Likewise Learners may email or upload assignments, drafts, requests etc. at a time that suits them, but these **will not be** responded to until the next working day or at a time agreed with the teacher/tutor. If you see that teacher/tutor only once a week then you may not hear from them until the next scheduled class.

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ASSIGNMENT DEADLINES

- Every effort should be made to meet assignment/feedback deadlines. If for any reason you can't meet a deadline, it is your responsibility to inform the relevant subject teacher, tutor or Course Coordinator.

- If a learner misses an assessment deadline or may be aware that he/she will miss an impending assessment deadline, the learner may apply for;

1. **Pre-submission-** Assignments can be handed in ahead of submissio ate

2. **Short-term extension** (3 Working Days)

3. **Compassionate consideration** in extenuating circumstances.

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LEARNER MALPRACTICE

- Learner malpractice means malpractice committed by a learner during an assessment such as an exam or assignment.

- **Plagiarism is one form of malpractice.** This means that the learner copies the work of another person, whether from a book, the internet, or a classmate and submits it as his/her own. All suspected cases will be investigated immediately. Your teacher/tutor has access to software which enables them to locate the source of information copied from a published work or a website. It is your responsibility not to copy from someone else and indeed, not to allow someone to copy from you. Assignments or assessments which have been copied from elsewhere may receive a zero grade.

- **Unacceptable Behaviour** during an assessment event such as copying, using a search engine or talking, will also be investigated and dealt with appropriately.

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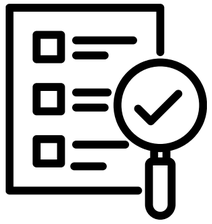
HEALTH & SAFETY

Please familiarise yourself with the fire evacutation procedures in your centre.
When the fire alarm sounds:

- **Leave** the classroom, last person out of the classroom closes the door.
- **Walk** to the nearest fire exit to the designated **meeting point.**
- **Remain** in your class group with your teacher.
- **Do not** return to the centre until the signal to return has been given.

Please adhere to signs and directions given by cleaning staff. If a cleaning sign is in place do not remove it. Please wait until the all clear is given to access rooms and toilets after the cleaning staff are finished. Be mindful of wet floors and use handrails on the stairs.

If you require First Aid, please inform your teacher. We have a number of trained First Aid staff on site. We reserve the right to call and ambulance based on our first aid training.



All accidents are to be reported to teacher/Programme Co-ordinator and an ETBI Accident Report staff completed by teacher/Programme Co-ordinator, even ones not requiring first aid.

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QUESTIONS

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BALBRIGGAN SWORDS

TO ALL OUR LEARNERS IN 2026/2027, ENJOY AND HAVE FUN LEARNING!