



Dublin Internship Handbook

Welcome to Twin *Internships*

Thank you for choosing Twin Group for your Ireland experience. Twin Group is one of the UK & Ireland's leading organisations providing language courses and work experience programmes. We are proud to welcome over 5,000 students to our programmes each year. We are dedicated to caring for all our students and working with them to help them achieve their aims.

In this document, you will find all of the information you need to help you to get ready for your trip to Dublin. You will find everything you need to know, and what you need to do, before you leave home, as well as advice about your arrival in Dublin, getting settled in, starting your placement, and making the most of your time here. There's a lot in it, so please take the time to read it carefully. For additional information, you can visit our website www.twingroup.org where you can find FAQ's ('frequently asked questions'), student support and advice, and other programmes which may be of interest to you.

We look forward to welcoming you to Twin Dublin!

If you have any concerns or questions about your placement, host family or career development; please contact our Operations team. You can find us in our school building in Dublin at: Twin English Centre Dublin, 4 N Great George's St, Rotunda, Dublin, D01 A8N4, Monday to Friday 9:00am – 5:30pm.

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People/ contact details

At Twin we are like one big family, and everyone is here to support and advise you. Below you will a list of contacts that are key for your experience in Ireland.

Placement Team

They are responsible for organising your internship experience, providing your induction and will be your general point of contact. To email the entire team, you can email: Internships@twingroup.org

You can also contact us on Whatsapp on this number: +353 854686935



Daniel Casey
Dublin Internships Team
Lead
Email: Dcasey@twingroup.org

Marie-Charlotte Kibloff
Employer Engagement Executive
Email: Mckibloff@twingroup.org

James Ong-Fox
Internships Manager
Email: Jongfox@twingroup.org

Melina Schumann
Employer Engagement Executive
Email: Mschumann@twingroup.org

Francesco Zanetta
Employer Engagement Executive
Email: FZanetta@twingroup.org

Accommodation Team

The Accommodation team are available to assist with any host family or residential queries. Please contact the team at Twin Accommodation Dublin accommodationdublin@twingroup.org.

Amina Pereira
Accommodation Executive
Email: Apereira@twingroup.org

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Emergency Contact Information

Please note that the EMERGENCY TELEPHONES are for EMERGENCIES ONLY!!!
EMERGENCY TEL: +35383 432 8888

Examples of an emergency: - Needing medical assistance, if you are involved in an accident, locked out of host family/residence, urgent return to home etc. If your issue is something that can wait for working hours, this is not an emergency. E.g. Problems with placement, tourist information etc. If it not an emergency, you can use the contact information of the teams mentioned above (Placement Team and Accommodation Team)

If you need to also contact the Emergency services, here are the Irish contact numbers:

Police/Ambulance/Fire services- 112 or 999 from your mobile- FREE

Social Programme

Twin runs a packed social programme of excursions and events. These are excellent opportunities for students to make friends, experience Dublin and practise their English skills in a relaxed, friendly and fun environment.

The social programme includes guided cultural tours, museum visits, sightseeing tours to other Irish cities, pub and club nights (only for over 18 students), picnics in the park, group restaurant trips, music events and many other exciting activities.

To see this month's social programme and to sign up for events, please go to the *Events tab* on TeL. If you want to participate in our social activities please contact :

Ana Belen Egitto
Student Services Officer
Email: Aegitto@twingroup.org

Ceyda Ozturk
Student Services Officer
Email: cozturk@twingroup.org

Follow our Instagram Account [Twinenglishcentres](#) to receive our Social Programme updates and see reels and posts of our groups on social activities

Top 10 Must Do Activities in Dublin

Howth
EPIC Museum
Trinity College
Malahide
Guinness Factory (for over 18s)
Phoenix Park
Ticnock Mountains & Forest
Bull Island
Dublin Castle
Swimming at the Forty Foot & Sandycove

Top 5 activities

Having a picnic in Saint Stephen's Park
Howth Cliff Walk
Silicon Ducks Walk
Shopping in Grafton Street
Have a walk in Phoenix Park

Top 5 free things to do

National Art Gallery
Hugh lane Gallery
Take a walk along the Liffey River
Taste delicious food a George's Street Arcade
Enjoy Irish Music at Temple bar

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Welfare

The most important for us is that you are happy and are having a good time in Dublin. If you have a problem or need to talk, the doors of the Twin offices will always be open. Daniel and Ana are our Safeguarding Officers – whenever you need to talk in private you can come and see them.

If you see something or someone treating someone in a way that you don't think is right, please report it to one of the Safeguarding Officers – you will never get into trouble for that.

Ana Belen Egitto Direct line: +353 834178393
Email: aegitto@twingroup.org

Adaleza Morales Direct line: +353 834178393
Email: aegitto@twingroup.org

Daniel Casey Direct line: +353 854686935
Email: dcasey@twingroup.org

James Ong-Fox Direct line: +353 834328888
Email: jongfox@twingroup.org

Irish Law

The laws in Ireland might be different from your country. For example, it is illegal to buy alcohol and tobacco if you're under 18 and the use of drugs is also illegal in Ireland. Smoking is not allowed inside public places (schools, workplaces, etc.). If in doubt, please speak to the Head of Student Services. If in doubt, please speak to the Head of Student Services.

If you find yourself having been arrested by the police, please call the **Twin emergency phone: +35383 432 8888**.

Please note that if you break the school rules or the law, we may decide to remove you from the school, internship placement and your accommodation immediately and without a refund.

YOUR PLACEMENT

Prior to arrival our placement team will place you in a field according to your preferences provided at the time of booking. If you have previously worked within the industry, you must be aware that you may not be undertaking the exact same tasks. The Internship is designed to provide you with experience of working in Ireland as well as practicing English and gaining new skills. We therefore encourage you to be open-minded and remember that **all experiences** can contribute to your personal development.

You will also be invited to an induction session, where the team will go through some important information. It is mandatory that you attend, as you will be provided with key information about your experience in Ireland.

Some students will be invited for a virtual interview, this will be an opportunity for your employer to meet you as well as an opportunity for you to ask any questions that you may have.

At the interview, please ask your manager for the dress code of the company. **REMEMBER- First impressions count!**

While you are on placement, you **MUST INFORM** your company if you cannot go to work. Please call your company manager early in the morning or inform your placement officer. If you are not happy at your placement, please follow this procedure:

- 1 Speak to your manager, try to resolve the problem by speaking to your manager in a professional way: describe the issue and the possible ways how it can be solved;
- 2 Inform your placement officer, if after speaking to your manager nothing improves, please arrange a time to come in to Twin to speak to your placement officer, or write your placement officer an email clearly stating the problem;
- 3 Your placement officer will contact the company; your placement officer will have to speak to your manager to try to resolve the situation.

If you are unhappy with your accommodation or placement in general, please contact Twin immediately at Internships@twingroup.org.

It is important that we know you are not happy so we can try to resolve the situation.

Some other recommendations from Twin are:

- Avoid using your phone when on placement, this is seen as a negative thing by managers, and if you need to use your phone, do this on breaks.
- Avoid mixing your personal time after work with work colleagues at your internship, this avoids any potential unnecessary situations that could affect your internship

During the duration of your placement, our placement team will contact you intermittently to check how your placement is progressing. As you will be at work, this will normally be done via email. Please do get back to us with an update! The first contact will be at the end of your first week. This will be your opportunity to let us know if we can improve your experience in anyway.

On the last Friday of your placement, we will invite you to an end of programme meeting. This will be your opportunity to provide us invaluable feedback regarding your experience as well as the collection of your certificate.

HEALTH & SAFETY INFORMATION

Doctor or Dentist

- If you have the European Health Insurance Card you should be entitled to free or reduced health care.
- Please check with your parents or agent if you have Health Insurance and keep your Insurer's tel. number with you.
- Keep all receipts, maybe you will get your money back in your country
- Even if you get free dentist treatment in your own country, it is not free in Ireland. If you cannot wait to get treatment at home and you need urgent treatment, visit the emergency department of the nearest hospital or Walk in Clinic.
- Please contact a Twin member of staff if you have any questions regarding doctors/dentists

Irish Law

- **Alcohol** – you need to be 18+ to buy and consume alcohol
- **Tobacco** – legal age is also 18+ to buy tobacco.
Fines up to €3,000 for smoking in buildings.
Fines of up to €150 for throwing your cigarettes on the floor.
- **Theft** – Irish shops **are all supervised by CCTV cameras.**

Safety

- Don't leave your bags unattended even at work
- Don't carry large amounts of money
- Try not to walk alone late at night and stay with your friends
- Even if you are above 18 years old, we strongly recommend avoiding going out for drinks with your colleagues to avoid any incidents that could affect your internship
- If you are the victim of theft, report it immediately to the Police and then to Twin. If you feel you need support in reporting it to the police, you can contact Twin first and we can assist you.
- Emergency numbers for Garda (Police), ambulance service and fire brigade:

Police/Ambulance/Fire services- 112 or 999 from your mobile- FREE

Mini Cabs/Taxi

- Take one if you are on your own at night
- We recommend you use the FreeNow application to book a taxi journey
- There are lots of illegal Minicabs around, pay attention! Do not get into a strangers' car if they are saying they are a taxi driver.

Useful websites/mobile applications (download from app store)

- TFI Journey Planner <https://www.transportforireland.ie/plan-a-journey/>
- Citymapper <https://citymapper.com/dublin>

LEAP CARDS FOR PUBLIC TRANSPORT

Leap cards are valid for travel on:

- Airlink 747 & 757 airport bus services
- All Dublin Bus scheduled services (not valid on tours)
- All Luas (tram) services
- DART and Commuter Rail in the Short Hop Zone (all of Dublin city and county)



Points to note:

- Don't worry about fares or cash, simply touch your card against a Validator.
- On Dublin Bus, touch the card against the Leap Card Validator on the right-hand side as you enter the bus
- On Luas (tram), Touch On at a Validator on the platform before you get on the tram and Touch Off when you get off the tram.
- On DART and Commuter Rail, Touch On at the platform entry gate or Validator before your journey and Touch Off at the platform exit gate or Validator after your journey. The card can be used between stations within the Short Hop Zone.
- DO NOT LOSE YOUR LEAP CARD!!!
- Its your responsibility and if you lose it you will need to pay the replacement cost of €42 for a week.

Find more information on www.leapcard.ie

Enjoy your experience in Ireland!

We at Twin really strive to ensure you enjoy your experience in Dublin. Please do make the most of your experience and try to immerse yourself in the Irish culture while you develop your skills and learn more about the sector you have chosen. We look forward to receiving you in Dublin, and see you soon!

From the Twin Internships Team.