

INSPIRE LEARNING



Intern Handbook

Study Intern Teach

This handbook has vital information regarding your Irish Interning experience. so please read it carefully. Please remember that your Irish placement coordinator is here to help you, so feel free to contact her at any time should you have any questions.

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Welcome

Congratulations! You're about to embark on a journey of a lifetime; an intern experience that will allow you to take the first step to your professional life, and will provide memories that will last a lifetime. It can sometimes be stressful going into a new environment; new housemates, a new job, and unfamiliar locations. It's normal to feel this way, but try and look at it as an adventure, not an obstacle.

Please take the time to read this handbook, as it will give you an idea of what to expect while you are here. It may seem like it's a large document, but it's filled with information about your arrival, accommodation, placement and much more. Feel free to contact us here at Inspire Learning (jana@inspirelearning.ie or 087 905 0873) should you have any questions or concerns.

For interns visiting Dublin, we highly recommend using the City of a Thousand Welcomes service – www.cityofathousandwelcomes.com. You will meet with a Dubliner who will take you for coffee/tea or a pint and welcome you to Dublin. It's a great way to get to be welcomed into a city for your first time.

Packing

What to bring

- Pack light; storage space in student accommodation is generally minimal
- Lightweight clothing. Microfiber fabrics dry quickly after washing.
- Clean, comfortable clothes for your worksite – be sure to follow the dress code noted on page 3 of this handbook
- Clothes for going out at night with friends
- Comfortable walking shoes. Make sure you break them in before your trip
- Raincoat, rain gear & compact umbrella
- Waterproof shoes
- Slippers, typically you have one pair for inside the home
- A sweater or jacket, layering can be important
- Small backpack for weekend or afternoon trips
- Prescription drugs

What not to bring

- Anything you'd hate to lose
- Tons of toiletries – you can purchase what you need when you arrive
- American electrical appliances – the higher voltage here will destroy them

Arrival into Ireland

Along with your placement details, you will be sent an immigration letter to help you get through the immigration check in Dublin Airport. The immigration officers are generally friendly, and should you be asked in detail why you are coming to Ireland, please give the immigration officer your immigration letter to back up your internship placement arrangement. Please email your flight details to Inspire Learning as soon as you book the flights, as they will be used to issue your immigration letter.

Most times interns entering Ireland are given a passport stamp for the entire length of their placement. Should you receive a stamp in your passport for less than your internship period, please do not be alarmed. Some people are referred to the Garda Immigration Bureau on a random basis. If your passport has not been stamped for the duration of your program, you will need to present yourself to your nearest Garda station. You'll need to bring a copy of your return airline ticket, our immigration letter, copy of your medical insurance, and proof of funds to support yourself while in Ireland (approximately 1500). You may be charged 150 for the stamp; this is solely at the discretion of the Guard that is processing your visa.

If your program is longer than 90 days, or if you intend to remain and travel in Ireland for more than 90 days – you must register with your local GNIB; if you are in Dublin, you must register at the Dublin [GNIB, 13/14 Burgh Quay, Dublin 2 \(by Tara Street DART station\)](#), or your local Garda station if you are not placed in Dublin. You will be charged 300 Euro for registration, which must be paid by credit card. (<http://www.garda.ie/controller.aspx?page=31>).

Remember to Bring your Immigration Letter when you Travel Outside of Ireland

It is crucial to remember to have a copy of your return flight to America with you to present to the immigration officers in Dublin Airport. As noted above you will also need to bring proof of your financial independence (ie bank statement, credit card statement showing available funds of at least €1,500), and proof of your medical insurance policy covering you while you are in Ireland. You may be detained in immigration if you cannot produce this information, so please be sure to bring it with you.

It is imperative to let Inspire Learning know your arrival time into your host city so they can arrange for you to be picked up and taken to your accommodation. As a rule, you can count on 1.5 hours to get from the airplane once it's landed, through immigration and luggage collection before you can get to your collection point (just inside the arrivals hall).

It is generally easiest to fly into Dublin airport, regardless of where your placement is. There is excellent public transport in and out of Dublin airport, making it easy to travel to your final destination.

Depending on your placement location, you will be met at Dublin airport or your final destination by an internship representative. You may be met by your accommodation provider, a taxi driver or a member of Inspire Learning; again, this is dependent upon your placement destination. Your arrival pick up details are located on 'Placement and Accommodation – At a Glance' page 3.

Accommodation

Once you have been accepted by a host organisation, you will be placed in one of our student accommodations. You can rest assured that our student accommodations are safe and friendly. Upon arrival you will receive a brief orientation of the area, where you will get directions on how to get to your placement, advice on how to get into the city, or ideas on what to do during the weekends.

Your room assignments will be randomly determined by your accommodation provider. At no time are interns to change room assignments; if you have a question or concern about your accommodation, please speak to your accommodation provider first; if you feel your concerns or questions are not being properly addressed please contact Jana at 087 905 0873, or jana@inspirelearning.ie.

You will have your own room (or shared room, depending on your internship package) and share the rest of the house with other tenants around the same age as you, and/or homeowners. Some accommodation will be co-ed; please notify us immediately if you do not feel comfortable sharing a house with members of the opposite sex.

Please remember that while you are paying rent, you are still a guest in this house, and treat the house and the other tenants respectfully. The house will be clean when you arrive, and while you will not be expected to do a deep clean of the house during your stay, keep it tidy at all times.

If your placement does not include rent, you may be required to pay a security deposit upon arrival; this deposit is at the discretion of the accommodation provider, and will be returned to you when

you leave, providing there is no damage done to the property. If your placement does not include rent, your security deposit and rent details are outlined on 'Placement and Accommodation – At a Glance' page 3

For budgeting purposes, please note the following out-of-pocket accommodation costs:

Items to be paid for by intern:

- Food, meal preparation, phone service
 - Supermarket food prices are comparable to American prices; eating out is much more expensive than in America
- Replacement house keys, if lost
- Any damage to property caused by you

Your placement location

When arranging your placement, Inspire Learning does its best to find a placement within walking distance from your accommodation. There are times, however, when this isn't possible, especially in large urban areas.

Ireland relies heavily on public transport and walking, especially for visitors and in major cities. Your placement may require you to take two buses (with a change of bus) and/or walk a short distance. Your placement will never be more than a total of a 40 minute bus ride from your accommodation.

Please keep in mind that you may have to walk a short distance to the nearest bus stop or from the bus stop to your placement, so be prepared for adverse weather by bringing an umbrella and rain jacket.

Sample bus rates in urban areas:

1.80 Euro per trip (approx 2.40 USD)

16.00 Euro per week (approx 21.50 USD)

55.00 Euro per month (approx 74.00 USD)

Mobile Phones

Your placement includes the rental of an Irish mobile phone; please ensure that your mobile phone is fully charged and turned on when you land in Dublin. If we cannot find you at the airport or the bus terminal, we will contact you via your Irish mobile.

In case of a missed or late flight, you must send a text with adjusted arrival times to Jana at: **087 905 0873**.

It is imperative that we have your correct arrival time, so we can make the necessary arrangements for your airport/train collection.

Safety while in Ireland

- **Emergency number in Ireland: 999 – treat this number as you would 911 in America – to be used in genuine emergencies only**
- Use the same common sense travelling overseas that you would at home. Be especially cautious in or avoid areas where you are likely to be victimized. These include crowded subways, train stations, elevators, tourist sites, market places, festivals and marginal areas of cities.
- **Don't use short cuts**, narrow alleys or poorly-lit streets. Try not to travel alone at night.
- Avoid public demonstrations and other civil disturbances.
- Avoid scam artists. Beware of strangers who approach you, offering bargains or to be your guide.
- Beware of pickpockets. They often have an accomplice who will: jostle you, ask you for directions or the time, point to something spilled on your clothing, or distract you by creating a disturbance. A child or even a woman carrying a baby can be a pickpocket. Beware of groups of vagrant children who create a distraction while picking your pocket.
- Try to seem purposeful when you move about. Even if you are lost, act as if you know where you are going. When possible, ask directions only from individuals in authority. Do not discuss travel plans or other personal matters with strangers.
- If you are confronted, don't fight back. Give up your valuables. Your money and passport can be replaced, but you cannot.
- Ireland is a welcoming and hospitable country in which to live. However, it is always wise to be alert and aware of possible dangers to personal safety.

- Do not walk alone on ill-lit streets late at night. If you must walk, then use a busy route and a walkway that is well illuminated. If you go out with a group stay as a group and make sure that all members of the group return home safely.
- Where possible take a taxi at night. Give your name to the booking office and make sure the vehicle that calls for you has your name. Always ensure you have adequate funds to get a taxi home after a night out.
- Only use taxis that are identifiable by their taxi sign. Do not use hackney taxis as they are not regulated.
- It would be a good idea to download the Taxi Driver Check app if you have a smart phone.
- Do not hitchhike.
- Only drink alcohol if you are comfortable doing so. The legal drinking age in Ireland is 18. Pubs are similar to coffee houses in America – they are everywhere and people go there to socialise. You are encouraged to socialise while in Ireland, but be very careful when consuming alcohol. Consuming large amounts of alcohol impairs your judgement. Never accept a drink that has been previously opened or poured without your supervision. Be aware that date-rape drugs exist in countries outside of the US.
- Drugs that are illegal in the US are also illegal in Europe. If caught by the police with illegal drugs, you will be punished under the same laws as Irish national. Your program director will be unable to offer any assistance in such a situation other than to refer you to a local Irish solicitor (lawyer).
- Keep your passport, cash and other valuables in a locked suitcase in your room.
- Be particularly alert when you use ATMs. ATM fraud is a major problem – thieves either look over your shoulder when you enter your PIN, or use ‘skimmers’ in the machine to collect your security information and later pickpocket your wallet. The safest ATMs are those located indoors or with a prominent security camera.

Medical Care while in Ireland

If you get sick while you are in Ireland, and feel you need to go to the doctor, please contact your local medical centre and make an appointment to be seen by the doctor. Some clinics have walk-in services where you wait for an appointment –first come first served. Your accommodation provider will be able to guide you to the nearest medical centre.

If you get sick outside of regular doctor hours, please ring the out of hours doctor provided by your accommodation provider. Out of hour doctors operate from 6pm to 10pm Monday to Friday, and from 10am to 6pm on Saturday, Sunday and bank holidays.

As always, if you have a medical emergency, dial **999** (or **112** on mobile -- same service as 911 in America).

As a non-national, you will be charged for medical services. Please note that you will need to contact your health insurance provider to discuss reimbursement procedures. It is strongly advised that you speak to your healthcare provider prior to coming to Ireland to make sure you know what your responsibilities are while in Ireland to ensure you are covered by your insurance while abroad.

Financial Information

Cash

The official currency in Ireland is the Euro (EUR). You should bring some money with you in cash to cover expenses such as train, bus, and taxi fares, overnight accommodations and meals. *Don't bring USD \$100 bills with you because you will not be able to exchange them in Ireland. Irish banks have stopped accepting USD \$100 bills as they are too easily forged.*

ATM Card

There are ATM machines in every village, town and city throughout Ireland, and most often you are able to easily withdraw money from the machine in the local currency. Of all your options, this is probably the easiest and most worry-free method of dealing with money in a foreign country. Just to be safe, make sure that your ATM card has a VISA or MASTERCARD symbol on it prior to departure. Please check with your bank to learn about any restrictions that may exist with your card and to understand bank fees that may apply. If you have trouble at a machine, consider approaching a bank teller for help. Often times, this may remedy the problem.

Traveller's cheques

Irish banks are phasing out travellers cheques as they are too easily forged and difficult to use. We recommend that you **don't bring travellers checks** it's too difficult to find places that will accept them.

- One bit of information to remember: all prices quoted in Ireland are **inclusive of VAT (tax)** – tax is not charged at the till, but is built into the price of items that incur tax. The price you see is the price you pay.

Reminder:

Remember to let your bank know you will be out of the country in case they have security measures that suspend card use when there is a deviation from regular patterns. We recommend that you bring all relevant PIN numbers and international contact numbers of your bank and credit card companies with you. Leave this information with a family member as well so they can help you cancel cards should you lose them.

When you finally make your journey back home, check your spending record against your credit or check card statements to make sure there are no discrepancies. It is also helpful to give your bank and credit card companies a call to make sure your account will not be frozen when you start to use the card in your home country again

Culture Shock

When arriving in a new country, you not only have to learn to deal with new business methods, you also have to learn about a new country which has different manners, beliefs, customs, laws, language, religion, family structures and politics. These are all things that define who we are, what we believe and why, and when people move away from their own culture to a new culture they can sometimes feel overwhelmed.

These feelings are very normal, and are usually due to an experience commonly known as ‘culture shock’. Not all interns will experience culture shock, and many will experience it in different ways. Some of the effects of culture shock might be that you feel stressed, or have headaches; you might find that you are having problems eating or sleeping; you might feel sad; you might feel like an outsider; it might be hard to concentrate on work.

Here are some of the things to think about:

- Even if English is your first language, it might take some time to get used to the Irish accent and the slang and idioms that are used here. It can be tiring continually speaking and listening to English if it is not your first language. It is important that you get familiar with the language here, and the best way is to talk to the locals – don’t be afraid to ask people to speak slower, to repeat what they have said, or to explain a particular word or phrase if you haven’t understood it. The next section of this handbook lists some common Irish slang/idioms and their meanings.
- Winter months here can be dark, cold and wet. This can make you feel a bit sad, especially if you come from a warm, dry climate. Just remember – you are not alone! You will hear local people complaining all the time about the weather here! However, it is very important that you don’t let it affect you too much. There are lots of good things that you can do on a cold

wet night - have your friends round for a cosy movie night or just 'wrap up' in warm, waterproof, clothes and enjoy all of the exciting [things](#) to do in your new hometown.

- You might find that you don't always like the local food, and meal times might seem strange to you. Remember that in most towns there are different types of shops where you can buy food that is more familiar to you. You don't have to eat at the same time as local people, but try sharing a meal with some new friends and make the experience one to look forward to.
- The Irish workplace is generally more intimate than American workplaces. Not only are most companies smaller than American ones, staff tend to socialise together more frequently than in the States, and they know each other better.
- The office environment is more casual than might be expected in the States. The Irish workplace is much less PC than the American office – don't be surprised by the odd off-colour joke or colourful language.
- Hierarchies are not as strong in Irish offices as they may be in American offices. In Irish offices, everyone will make tea/coffee, from the managing director to the front office staff.
- Smaller, more informal work environments mean that placements may lack the formal structure you might be used to. Don't expect formal inductions or training days – you may have to take initiative and introduce yourself to your colleagues.
- Irish people in general are very polite - you will find that people say 'please' and 'thank-you' very often. These are forms of politeness which are expected. You will notice in shops, banks, pubs and bus stops etc. that people queue. This means that you stand in line and wait your turn to be served or get on the bus. It is considered rude if you do not queue. If you are invited to someone's home for a meal it is usual to take a small gift such as flowers or chocolates. You should also tell them if you have specific religious or dietary needs.
- You must be 18 years old or more to drink alcohol in Ireland. You do not have to drink alcohol in pubs, you can choose from a wide range of soft drinks and fruit juices.
- Smoking is banned inside all public buildings in Ireland, including all public buildings, pubs, restaurants, nightclubs, and private clubs. You will see 'No Smoking' signs. Most accommodation is **non-smoking**; you must check if you are permitted to smoke in the property. If you are not permitted to smoke inside your accommodation, you will be told where the designated smoking area is.

How to deal with Culture Shock

The good news is that, if you do experience culture shock, it is temporary and can be managed. Here are some tips for minimising the effects:

- Remember that what you are feeling is normal. Most interns will experience some degree of culture shock.
- Keep in touch with your family and friends at home. You can buy international calling cards which will make telephone calls cheaper, or use your laptop to Skype.
- Keep photos, mementos and other familiar things around you.
- Make familiar food – there are lots of places in Ireland where you should be able to buy food from your home country. Eat a healthy diet.
- Exercise! Even if you don't like sports or the gym there are lots of ways you can get exercise. Simply walking around your placement area is a great way to exercise, and get to know the area at the same time – as always, follow our safety tips, located on page 6.
- Make lots of friends while you are here with other international interns, your placement colleagues and your housemates.
- Make sure to ask for help! At home it might be unusual for you to talk about your problems with people outside of your family, but it is completely normal to ask for help or to talk things through with support staff at Inspire Learning, and remember that we are always happy to see you.

Most importantly, know that this is a completely normal experience, and in fact, it can even have benefits! The experience will make you learn things about a new culture while becoming more aware of aspects of your own culture as well as giving you valuable skills and confidence that will stay with you throughout your life. We hope that you are all settling in OK, but if you are having difficulty with any aspect of your life here, give Jana or Louise at Inspire Learning a ring – you are our top priority!

Irish Slang and Idioms

Bollocks: damn, testicles ('Bollocks, I missed the bus!')

Boot: trunk of a car ('Put your jumper in the boot')

Chuffed: pleased or happy ('Ah, he was chuffed to win that prize!')

Come here to me/Come here to me now: listen to me ('Come here to me now, let me tell you what I heard about Jane')

Craic (pronounced 'crack'): fun, good times ('The party was great craic')

Culchie: someone who lives in the country/outside of large city

Dear: expensive ('The ticket to the concert was too dear, I couldn't afford it')

Do: a party ('We are going to the pub for Jane's leaving do')

Doing my head in: annoying me ('That music is doing my head in')

Eejit: idiot ('That eejit is doing my head in')

Fag: cigarette ('I'm going out for a fag')

Fancy: to desire ('Jane's hot, I really fancy her')

Fancy dress: costume ('The party is fancy dress')

Fit: good looking ('Jane's really fit')

Give us a bell: call me ('Give us a bell before you head out')

Glass: a half pint of beer ('Could I have a glass of Guinness please?')

Gobshite: idiot ('That fellow is a gobshite')

Hiya: hello

Jacks: informal slang (usually used by males) for restroom ('I'm going to the jacks')

Jar or Scoop: a drink ('Want to go out for a couple jars?') ('Want to go out for a couple scoops?')

Jumper: sweater ('It's cold out, you might want a jumper')

Knacker: derogatory term for traveller or working class person – **avoid using this term**

Knackered or wrecked: tired ('After that long night out, I'm absolutely wrecked')

Lad: guy ('Hey lads, let's head out to lunch')

Leg it: run for it ('We had to leg it to catch the bus')

Mad: crazy ('That girl is mad to go out with him')

Mean: cheap, penny pincher ('He's so mean, he won't buy a round at the pub')

Naff: uncool ('His Christmas jumper is naff')

Nice one: good job ('Nice one on that promotion!')

Now: ok ('Now, let's get this party started')

Pants: underwear (Irish use the term trousers)

Ride: to have sex –ask for a 'lift' if you want transportation!

Right: very ('I'm feeling right hungry')

Skint: poor/out of money ('I'm skint til payday')

Skive: to evade ('I skived off work early')

Slag/Slagging: good natured ribbing ('My cousin gave me a good slagging')

Snog: to kiss or make out ('I met this great girl at the pub and we snogged all night')

Ta: thanks ('Ta for that')

Taking the piss: making fun of ('They were taking the piss out of me for my mismatched socks.')

What are you like: are you crazy? ('Don't dance on the table, what are you like?')

Whinge: whine ('Oh stop whinging!')

Wind up: make fun of ('There was no bigfoot sighting, the lads were just winding me up')

Yank: an American, usually derogatory

When Leaving Ireland

Please be sure to let your accommodation host know what date and time you will be leaving Ireland. Please check your departure time from Dublin carefully and realise that you may need to go to Dublin the day before your flight in order to get to the airport in a reasonable timeframe.

Useful Websites

www.dublinairport.ie

www.cityofathousandwelcomes.com – a free service to give visitors a real Irish welcome

www.irishrail.ie – national train service

www.buseireann.ie – national bus company

www.luas.ie – Dublin light rail service

www.discoverireland.ie – things to do in Ireland

www.breakingnews.ie – breaking national news

www.independent.ie – Irish newspaper

www.irishtimes.com – Irish newspaper

www.rte.ie – Irish national television station/news

www.tesco.ie – grocery store

www.dunnesstores.ie – grocery store

www.supervalu.ie – grocery store

www.centra.ie – grocery/convenience store

www.spar.ie – grocery/convenience store

www.boi.ie – Bank of Ireland – ATM finder

www.aib.ie – Allied Irish Banks – ATM finder

www.xe.com – currency converter

www.citizensinformation.ie – general information about anything in Ireland

www.entertainment.ie – national arts listing

www.baseballireland.com – Irish baseball information

www.three.ie – mobile phone service provider

www.O2.ie – mobile phone service provider

www.vodafone.ie – mobile phone service provider

www.carphonewarehouse.ie – mobile phone store