

## List of Public Policies

1. **Application Procedure**
  - 1.1 Student Profile
  - 1.2 Admission Criteria
  - 1.3 Enrolment Dates
  - 1.4 Application Form - Adult Courses
  
2. **Learner Protection Insurance**
  
3. **Attendance and Punctuality Policy**
  - 3.1 Register and Attendance
  - 3.2 Punctuality Policy
  
4. **Policy on Sick Leave**
  - 4.1 Sick Leave
  - 4.2 Close Family Bereavement
  - 4.3 Warnings about first 6 weeks of your course
  
5. **Absenteeism and Expulsion Policy**
  - 5.1 Attendance Requirement
  - 5.2 Non-Attendance procedure on a student visa
  
6. **Student Complaints and Appeals Policy and Procedure**
  - 6.1 Introduction
  - 6.2 Student Complaints and Appeals Procedure
  - 6.3 Complaints Officers & Examples of Legitimate Complaints
  - 6.4 Bullying and Harassment
  - 6.5 Informal Procedure for Dealing with Bullying & Harassment
  - 6.6 Formal Procedure for Dealing with Bullying & Harassment
  - 6.6 Malicious Complaints
  
7. **Student Support Policy**
  - 7.1 Office Hours
  - 7.2 Medical and Health Insurance
  - 7.3 Personal Public Services Number (PPS Number)
  - 7.4 Garda National Immigration Bureau (GNIB)
  - 7.5 Bank Account
  - 7.6 Emergency Services
  - 7.7 Accommodation
  - 7.8 Social Activities

- 8. **Holiday Policy**
  - 8.1 Academic Calendar 2019-2020
  - 8.2 Breaks
  - 8.3 Unscheduled Breaks
  - 8.4 Bank Holidays 2019-2020
- 9. **Operation of Refunds and Client Visa Account Policy**
- 10. **End of Course Exam Policy**
  - 10.1 Introduction
  - 10.2 Procedure
  - 10.3 Exam Agreement
- 11. **List of Examinations and Awarding Bodies**

### 1.1 Student Profile

Students applying for our adult programmes

- Completed second level school and wish to apply to an English medium university
- Have just completed undergraduate study and want to enhance their employability
- Are working in an environment where English is the lingua franca

Most common origins of students on adult programmes are Brazil, Korea and Japan, Spain, France, Italy, Mexico.

### 1.2 Admission Criteria

As part of their application prospective, students must demonstrate that they meet the minimum entry level in order to join the course. This would be confirmed by a ten-minute interview (by phone, skype or similar) and a twenty-minute timed writing task which are assessed against the banded Trinity ISE exam criteria for the relevant skill and level. They need to meet the relevant band two criteria which describes an acceptable performance in order to be considered. Where students do not meet the level for the course they are applying for, they will be recommended a course which would be more suitable to their current language level.

### 1.3 Enrolment Dates

Students must enroll in advance of the start of the term that they are interested in. Late enrolments are accepted when students are waiting on visas up to a maximum of six weeks after the start date. Students who are starting more than three weeks after the enrolment date must show in their admission interview and written that they have sufficient level to keep up with the class.

Autumn Term: 26th Aug 2019

Winter Term: 13th Jan 2020

Spring Term: 14th April 2020

### 1.4 Application Form, Procedure and Terms & Conditions

The five steps to completing an application are as follows;

Step 1 - Personal Details

Step 2 - Educational Background

Step 3 - Course Details

Step 4 - Accommodation & Health Details

#### Step 5 – Agree to T&C's

Once the application form has been completed the procedure is as follows;

- Send this completed booking form by email to [bookings@flireland.com](mailto:bookings@flireland.com) or your agency.
- Once we receive this form we will issue you with an invoice for a €200/£200 non refundable deposit.
- Once the deposit is received by the school you will receive a confirmation letter confirming your place
- along with the due balance invoice. The full balance must be cleared 30 days before the course begins.
- Once the balance payment is paid you will receive a visa invitation letter (if required), transfer details, and student handbook.

The following terms and conditions apply in respect of all applications

#### Tuition fee includes:

- 15 or 20 course hours per week, depending on the selected program
- Materials and software subscriptions
- Enrolled Learner Protection Insurance - Academic Year Courses Only
- Exam registration fee for Trinity ISE I, II, or III (max. €200 for higher level) - Academic Year Courses Only

#### Accommodation fee includes:

- Accommodation as per the selected option available
- Access to laundry facilities on a weekly basis

These fees do not include airport pick up or transport, but these can be organised as optional extras.

**Payment:** A booking is considered as provisional when a deposit of €200/£200 has been received in the Future Learning Language School Ltd account. Initial deposit must be paid within 30 days of booking.

Final balance is to be paid in full no later than 30 days prior to arrival of a group and/or individual(s). We reserve the right to cancel the booking arrangements made if due payments have not reached the school's bank account prior to the arrival of the group and/or individual(s).

**Cancellation and Refunds:** Notification of cancellation for each individual and/or groups must be made in writing.

Refunds are offered as follows when the notification of cancellation is made:

- 6 weeks before the travel date: Future Learning Language School retains deposit payment only.
- 2-5 weeks before travel date: Future Learning Language School retains 50% of the total course cost.
- 2 weeks or less before travel and no show: Future Learning Language School retains 100% of course cost

If cancellations or changes of scheduled airlines, threatened or actual natural disasters, host family cancellations or any other event outside the control of the company either delays, extends the stay on a short course, compels a change in the programme or accommodation arrangements or forces the programme to be cancelled, we cannot accept liability for any resulting loss, damage or expense.

Refunds will typically be issued within a period of month and never exceeding three months. Any queries about the status of refunds should be made to the school accountant.

**Visa Refusal Refund:** Should a prospective student be refused a student visa, FL will refund 100% of the fees excluding the non-refundable deposit fee of €200. Such refunds are subject to FL receiving all original copies of FL's enrolment plus the original letter of refusal from the appropriate Immigration authority 14 days prior to a student's arrival date. If evidence is not supplied within this time frame, then a cancellation fee equivalent to 1 week's full accommodation and tuition fees will apply.

In the case of a Non-EEA student who arrives in Ireland on a Visa and has their passport stamped by the Garda National Immigration Bureau (Irish Resident Permit) at the port of entry, they are deemed to be a student of the school and no refund will be made. Equally, if a student has received their Visa from an Irish Embassy abroad, they are also deemed to be an FL student and no refund will be made.

**Changes to course:** Courses are offered subject to demand. Future Learning Language School Ltd has the right to change prices, starting dates, course content and programmes at any time due to errors, omissions, change in expected student numbers and circumstances beyond our control. In such cases, you will be informed as soon as possible in writing. Where a major change is involved, a choice will be given of either accepting the change which will be of a comparative standard (if available), or rejecting it. If the latter applies, we will promptly refund all monies received. Students on educational visas are not permitted to change from the course they have registered for.

**Visa requirements:** It is the responsibility of the individual participant, their institution or agency to contact their local embassy (or other appropriate office) in good time in order to obtain any visas/entry documents required. No visa support documentation will be issued by Future Learning Ireland until course fees have been paid in full.

**Travel details:** Once you have booked your course, please send us details of your flight/travel arrangements, at least 30 days before you are due to arrive.

**Keeping in touch:** The school has an emergency number that is available 24 hours a day.

**Health and insurance:** We accept applications on the assumption that they are in good health. Any pre-existing conditions and/or special dietary requirements must be communicated to us before arrival.

We strongly advise that all course participants and group leaders appropriately insure themselves against the usual risks associated with overseas travel, e.g. personal accident or injury, ill-health (medical/ hospital fees), cancellation, delay, loss of baggage or property etc., i.e. comprehensive travel insurance.

All European students must also carry a valid EHIC (European Health Insurance Card). Non-EEA students on an educational visa must arrange private health insurance before travelling.

**Respect policy:** The school operates on a policy of mutual respect which applies to course participants, staff, and includes respect of the facilities we are working in. All course participants are asked to abide by this principle. Failure to do so will be taken seriously and a serious breach may result in exclusion from subsequent course sessions and activities. No refunds will be made in such cases.

**Loss and damage:** Course Participants will be charged for any damage they cause during their stay. By completing this booking form the applicant or their institution accepts responsibility for any damage caused and any resultant cost for repair or replacement.

Whilst every help and assistance is given to ensure that property is safe at all times, we do not accept responsibility for any loss of, or damage to property including tablets and smartphones. We do not accept any responsibility for any loss or expense due to changes in public transport, weather, quarantine, sickness, strike or any other cause.

**Marketing & Educational Research:** By enrolling on our course, participants consent to the reasonable use of their details and achievements, including images or recordings however made,



for educational research and promotional purposes. Future Learning must be notified in writing at the time of booking if you do not agree to any aspect of this.



## 2. PROTECTION OF ENROLLED LEARNERS

Future Learning will arrange Enrolled Learner Protection Insurance all learners on academic year courses. This covers students for the cost of the unused part of their course fees in the event of the insolvency or winding up of their educational provider occurring during the period of insurance. If this happens it is the responsibility of the insurer to find an alternative course provider for the student OR if they are satisfied that an alternative equivalent academic course is not available, to provide the student with a refund of unexpired/ unused portion of their fees.

*Future Learning Language School LTD has approval to offer students learner protection insurance, Learner Protection insurance is only in place when each student receives their certificate of insurance provided by O'Driscoll O'Neill DAC (ODON).*

### Enrolled Learner Protection Insurance product information document



**Company:** Hiscox Underwriting Ltd  
**Product:** Enrolled Learner Protection - ILEP  
Authorised and regulated in the UK by the FCA – register number 308922

This document provides a summary of the key information relating to this learner protection insurance policy. Complete pre-contractual and contractual information on the product is provided in the full policy documentation.

#### What is this type of insurance?

This policy is designed to meet the needs of customers who wish to protect the academic fees that they have paid to a private college in the eventuality of that college closing.



#### What is insured?

- ✓ The cost of tuition on an equivalent academic course of our choosing, due to the insolvency or winding up of your educational provider occurring during the period of insurance.
  - ✓ If we are satisfied that an alternative equivalent academic course is not available, we will provide you with a refund of unexpired fees.
- Up to the amount shown in the schedule for all costs of alternative tuition or any unexpired fees.



#### What is not insured?

- ✗ The default or financial failure of any transport or accommodation provider.
- ✗ Your disinclination to travel.
- ✗ Strike or industrial action, mechanical breakdown or the failure of any means of transport (other than disruption of road and rail services by avalanche, snow or flood) which existed or the possibility of which existed and for which advance warning had been given before the date on which your academic course was booked.
- ✗ Your failure to obtain a visa.
- ✗ Your bankruptcy.
- ✗ Any deliberate, criminal or fraudulent act or omission by you.
- ✗ Circumstances where your or our right of recovery is restricted by any contract.
- ✗ War, terrorism, confiscation or nuclear risks.



#### Are there any restrictions on cover?

- ! If you cease to be enrolled on your academic programme this policy will automatically terminate from that date.



#### Where am I covered?

For any educational provider in the Republic of Ireland as detailed in the policy schedule.



#### What are my obligations?

- You must take care when answering questions and ensure that all information is accurate and complete.
- You must let us know if the information provided changes.
- You must read the policy wording and the schedule and if anything is not correct, notify us immediately.
- You must tell us promptly about anything likely to give rise to a claim under the policy.



#### When and how do I pay?

You must pay either through your school or college or directly to Study & Protect.



#### When does the cover start and end?

Please check your policy schedule for your cover start and end dates.

### 3. Student Attendance & Punctuality Policy

The following policy relates to all students in school, both EEA students and non-EEA students on work/study visas required for the Academic Year Programme.

#### 3.1 Register and Attendance

- Attendance is taken by the teacher 15 minutes into each lesson every day.
- Teachers note the actual number of students who attended the class and they sign their initials to verify this.
- Students who do not attend a lesson without justification (e.g a sick note from a doctor) are reported to the Attendance Officer who will contact the student directly.
- Attendance data is recorded every Friday from 2pm by either the Attendance Officer or the Director of Studies.
- The Visa Student Attendance Spreadsheet is updated and maintained by Attendance Officer on a weekly basis. Attendance percentages for every visa student are recorded and tracked in this document.

Please see steps 1, 2 and 3 of the Expulsion Policy for further measures taken when attendance drops below 85%.

#### 3.2 Punctuality Policy

In accordance with [www.ilep.com](http://www.ilep.com), all students who arrive any later than 15 minutes to class are marked absent. It is at the teacher's discretion to allow late entry to the lesson provided it doesn't disrupt the class. Arriving 15 minutes late should be an exception and not a habit.

- Students who arrive more than 15 minutes late, will lose attendance for this part of the lesson (lessons are divided into two parts each day). The teacher will note this clearly on the attendance register. This will affect your attendance record.
- The teacher has the right to refuse entry 5 minutes after the start of the lesson if they feel entry would disrupt the class.

Please take note of class times and arrive on time! If you are late, you disrupt the class.

## 4. Policy on Sick Leave

### 4.1 Sick Leave

- Students are required to inform the Director of Studies via email if they are too sick to attend lessons.
- The student **must** provide a medical certificate for any sick leave to the attendance officer.
- Extended sick leave, either with or without a medical certificate, will be reported by the Attendance Officer to the GNIB (Immigration Office).

### 4.2 Close Family Bereavement

In the unfortunate event of the death of a close family member, we understand that you may not be able to attend school. Please email to the Director of Studies informing us of the situation and how long you expect to be absent for. Please also update the school if there is a change to this.

- You must provide some written evidence of the family member's illness to the Director of studies.
- The student welfare office will take the situation into consideration and respond to your request as soon as possible, depending on the nature and seriousness of the illness.

No leave is allowed in any other circumstances.

### 4.3 Warnings about first 6 weeks of your course

If you have more than 25% uncertified absence in the first 6 weeks of your course, this will be reported to GNIB/ INIS for their consideration. If your attendance is less than 75% immediately following the third week of your course, you will receive an email from the Attendance Officer notifying you of this, so that you may work on improving your attendance and meet the required final minimum attendance of 85%



## 5. Absenteeism and Expulsion Policy

### 5.1 Attendance Requirement

85% ATTENDANCE PROCEDURE IS OBLIGATORY ON A STUDENT VISA.

- Non – EEA Students who require a student visa must attend on a full-time basis only.
- In this context full-time means that all the classes take place between 9am and 5pm.
- In order to apply for an extension of a student visa, comply with the regulations as required by Garda National Immigration Bureau. If you require letters from Future Learning Language School to apply for the extension of your visa, fill out the online request form and email to the student support staff. They will get back to you within 48 hours.

### 5.2 Non-Attendance procedure on a student visa

- Future Learning Language School monitors and record students' attendance closely and all students are informed of their visa requirements during their first week of school and have access to all policies via the Future Learning website ([www.flireland.com](http://www.flireland.com)).
- Attendance data is tracked and inputted by the Attendance Officer at the end of each week.

Should the student fail to attend lessons and/ or experience a drop in their attendance percentage to 85% or below, the following steps will be taken:

#### Step One:

- The Attendance Officer will send the first warning email to the student and arrange a meeting with the student to discuss their absence.
- If the student attends the meeting and their attendance percentage rises in the following week, no further action will be taken.
- If the students fails to attend the meeting, or attends the meeting but fails to improve their attendance, the attendance officer will move to Step two.

#### Step Two:

- The attendance officer will send the second warning email to the student and arrange a meeting with the student to discuss their absence.
- If the student attends the meeting and their attendance percentage rises in the following week, no further action will be taken.
- If the student fails to attend the meeting, or attends the meeting but fails to improve

their attendance, the attendance officer will move to Step three.

- The attendance officer will also inform the student's agency of their absenteeism and the consequences of falling below 85% attendance.

**Step Three:**

- The attendance officer will issue a third and final written warning via email. The student will be informed that they will be reported to GNIB and that they now face expulsion from the school.
- The student has 5 days to appeal this decision with the appeals officer (Director of Studies).

**Step Four:**

- The student is reported to the GNIB for failure to attend scheduled classes and they are removed from the school.
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## 6. Student Complaints and Appeals Policy and Procedure

### 6.1 Introduction

Future Learning Language School is dedicated to making that students are satisfied with all aspects of their experience. Staff members are expected to be fair, courteous, professional and helpful when dealing with students. All complaints are treated seriously, investigated thoroughly and managed accordingly. It is the policy of FL that the vast majority of the complaints are dealt with within two working days of the complaint being made.

If a student is unhappy with any part of the service provided by Future Learning Language School, he/she should follow the complaints procedure below.

### 6.2 Student Complaints and Appeals Procedure

1. The student may talk to his/her teacher after the lesson if they have a problem. The teacher may then escalate the complaint to the Director of Studies if required. The Director of Studies will invite the student to complete and submit a complaints form.
2. If the complaint relates to a student's lessons, teachers or other academic areas, the student should speak directly to the Director of Studies who will address the issue as soon as possible. If it is not possible to address the issue straight away the Director of Studies will arrange a meeting the following day to discuss the situation and possible solutions. The Director of Studies will invite the student to complete and submit a complaints form and assist in completing it if necessary.
3. The Director of Studies will then speak to the relevant people and do everything they can to fix the problem.
4. If the problem is not solved in a timely manner or the student is not satisfied with the proposed solution, they should submit an appeal in writing to the Director of Studies. This should state the exact nature and reason for the appeal and present this to the Director of Studies. A member of staff will assist the student in writing their complaint in English if needed.
5. If the problem is not resolved adequately the student can further appeal to school's Managing Director. The Director of Studies will inform the Managing Director in writing at this stage and provide the student with a likely timeframe in which an outcome will be achieved and who will be dealing with it.
6. The person handling the complaint may request a meeting between the student and the other parties involved in order to seek a resolution, however the student is not obliged to attend this meeting.
7. The student will receive a written statement of the outcome and the reasons for this decision within five working days.

8. If the student is not satisfied with how their complaint has been handled they may contact the school accrediting body, EAQUALS. <https://www.eaquals.org/>

### 6.3 Complaints Officers & Examples of Legitimate Complaints

**Academic Issues:** Complaints should be directed to the Director of Studies.

Examples of legitimate academic complaints:

- The level of the lesson is not right for you.
- Your lesson appears unplanned and chaotic.
- You have received consistently incorrect information about language .
- You have not had the opportunity to discuss your interests or language/ skills needs.
- You have focused on one aspect of language learning and excluded everything else, for example you have only covered grammar lessons.
- Your teachers have consistently repeated material and appear not to be cooperating.
- You have received an incorrect attendance warning. (All attendance warnings can be appealed within five days of issue.)

Director of Studies - Peter Lahiff:

[peter@flireland.com](mailto:peter@flireland.com)

**Accommodation:** Complaints should be directed to the Host Family Coordinator.

Examples of legitimate complaints relating to your host family accommodation:

- Your house is consistently unclean.
- Your host family do not speak to you.
- The food you receive is substandard.
- You are not allowed reasonable access to washing and laundry facilities.

Host Family Coordinator: Catherine Hanley:

Phone: (087) 954 6149

**Social Activities:** Complaints should be directed to the Student Support Officer.

Examples of Legitimate complaints relating to your Social Activities:

- You do not receive information about the social programme on a daily basis

- The co-ordinators are not available to meet you at break time
- The tours/activities are consistently badly organised

Student Support Officer - Felipe Fogo

[felipe@flireland.com](mailto:felipe@flireland.com)

#### 6.4 Bullying and Harassment

As part of our commitment to the fairness, dignity and respect to all staff and students of Future Learning Language School, FL will not tolerate any form of bullying or harassment. The aim of this policy is to identify what bullying and harassment is and what action FL will take if they need to deal with an offence of this nature. You can request to have a private meeting with the appropriate manager and your complaint will be addressed.

**Bullying** : This has been defined as repeated inappropriate behaviour. This can be direct or indirect, and verbal or physical. The behaviour can be conducted by one or more people against one person, or more than one person, and can be considered as having a negative impact on their right to dignity at work or in their course of study.

Note that the behaviour must be repeated to be considered as bullying: one single incident may have a negative impact on the dignity of the individual, but is not considered bullying.

**Harassment:** This is any form of unwanted conduct related to any of the following grounds;

- Gender
- Marital status
- Family status
- Sexual orientation
- Religion
- Age
- Disability
- Race
- Membership of the travelling community

**Sexual Harassment:** This is unwanted conduct of a sexual nature which affects the dignity of people at work or in their course of study. It includes unwelcome, non-verbal, verbal or physical conduct based on the gender of a recipient which is offensive to the recipient or which cause the recipient discomfort, humiliation or interferes with their job or studies.

**Victimisation:** This occurs when a person is treated less favourably than another because he/ she has made a complaint to FL office in relation to harassment or bullying behaviour.

This policy is applicable to all FL staff and students. This policy is also applicable to business contacts, contractors, suppliers or other business contacts of FL.

As part of FL's Code of Conduct, it is imperative that all staff, students and suppliers respect the dignity of all members of FL. Please remember to consider equality grounds such as a person's gender, marital status, race, religion, age, sexual orientation, membership of the travelling community and disability.

This list is not complete and just serves as a guideline to staff and students. Each case will be taken in isolation and dealt with in an appropriate way.

### 6.5 Informal Procedure for Dealing with Bullying & Harassment

FL is aware of and recognises the effects that bullying and harassment can have on its staff and students. However, FL is of the view that an informal approach to solving matters can often be effective. In the first instance, an attempt should be made to address an allegation of bullying on an informal basis, set out through the informal procedure described below.

1. Where a student or staff member believes that they are being bullied, they should explain clearly to the alleged harasser or bully that they find their behaviour unacceptable.
2. If they feel that this may be too difficult, they may then seek the advice or assistance of either the Director of Studies (in the case of staff) or the Student Support Officer (in the case of students).
3. The student or staff member may also discuss this issue with a contact person. The contact person may be a classmate or colleague or other person representing the students or staff. The student or staff member may request the assistance of the contact person in discussing the issue with the alleged harasser or bully. Any discussion with the alleged harasser or bully must be confidential, non-confrontational and see to resolve the matter in an informal, calm manner.
4. If the student or staff member decides that it would not be appropriate to approach the alleged harasser or bully either personally or through a contact person, they should then proceed to the formal procedure.
5. If the student or staff member has attempted to discuss the matter with the alleged bully or harasser and is not happy with the results, they should then proceed to the formal procedure.

### 6.6 Formal Procedure for Dealing with Bullying & Harassment

In the situation where the informal complaint has failed and the harassment is repeated, the student or staff member should proceed to the formal procedure. Future Learning Language School takes any incidence of bully or harassment very seriously and will act according to the following principles.

- Where possible, all complaints will be investigated and appropriate action taken within 5 working days of the complaint being made.
- The situation will be treated with the greatest confidentiality.
- The situation will be investigated discreetly and sensitively by a competent person.
- The investigator will examine the situation carefully and objectively with a view to deciding the best course of action.

The following steps will be followed upon receipt of any formal complaint of bullying or harassment.

1. An initial complaint should be made in writing to the Director of Studies (in the case of staff) or the Student Support Officer (in the case of students).
2. All the details of the alleged incidents of bullying or harassment and the names of any witnesses there may have been to those incidents should be included in the written complaint.
3. The alleged harasser or bully will be notified in writing that an allegation of bullying and/or harassment has been made against him/her and he/she will be given a copy of the complainant's written statement.
4. The alleged harasser or bully will also be given a fair opportunity to respond to each and every allegation made against him/her.
5. All complaints will be treated in the strictest confidence possible to comply with the requirements of a fair investigation.
6. Only individuals necessary to the investigation will be involved from the initial stages.
7. Interviews will be held with both the person who has made the complaint and any witnesses to establish a thorough understanding of the facts of the alleged complaint, and a record of the meetings will be held.
8. It may be necessary to interview other persons. If so, the importance of confidentiality will be stressed to them. Any statements from witnesses will be circulated to both the person making the complaint and the alleged harasser or bully for their comments before any conclusion is reached in the investigation.
9. When the investigation has been completed, the investigator or investigation team will present a written report to management.
10. Both the complainant and the alleged harasser or bully will be informed in writing of the findings of the investigation and will be given the opportunity to comment on the findings before any action is decided upon by FL.

11. If FL decides that the complaint is well founded, management will meet with the alleged harasser or bully to establish what action is to be take.
12. Action can and may include counselling, monitoring, mediation and/or disciplinary action.
13. Any disciplinary action will be taken in accordance with FL's Disciplinary Procedure.
14. In cases where it is discovered that the complainant made a false accusation of bullying and/or harassment, FL may undertake counselling, monitoring, mediation and/or disciplinary action including dismissal (see malicious complaints below).
15. Any party to the investigation who is unhappy with the outcome of the investigation is entitled to appeal.
16. Any appeal should be made in writing to [info@flireland.com](mailto:info@flireland.com) and directed to the Managing Director of Future Learning Language School, David Ganly, within ten working days of the conclusion of the investigation.

#### 6.6 Malicious Complaints

Malicious complaints are complaints which have no basis and are intended to question the integrity of another staff member. These are considered a very serious matter and will be treated under the disciplinary procedure and may lead to dismissal. A complaint that is not upheld by the formal investigation is not necessarily considered to be malicious without fear of ridicule or reprisal.

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## 7. Student Support Policy

We hope that students will have an enjoyable and problem-free experience in Ireland and in Future Learning Language School. We understand, however, that sometimes students have problems and need help. We hope that students understand that if they have a serious problem during their course at Future Learning Language School, we are here to help.

### 7.1 Office Hours

Our office is open from 08:30 – 17:30 every day. During office hours, student can come to our office and they will guide you to the department that can help you best.

Problems with Accommodation: Host Family Coordinator – Catherine Hanley  
Problems with your language course: Director of Studies - Peter Lahiff  
General Problems: Student Support Officer - Felipe Fogo

### 7.2 Medical and Health Insurance

All students should obtain appropriate medical and travel insurance, before arrival into Ireland.

**EU/EEA Students:** Students from the EU should travel with their European Health Insurance Card (EHIC) card. This will allow students to access medical care in Ireland.

**Non-EU/EEA Students:** All non-EEA students must hold private health insurance cover for the full period (33-35 weeks) of their stay in Ireland for immigration purposes. The Irish Immigration Service requires them to have at least a basic health insurance policy that is valid in Ireland and covers emergency medical expenses in order to be eligible for a student visa.

Students must show proof of this medical insurance at the time of registration with GNIB (Garda National Immigration Bureau).

They may obtain private health insurance in your home country provided that it is in English, valid in Ireland, and meets the requirements of the Irish immigration services.

Alternatively, students can purchase Irish health insurance policies via the following providers:

<http://www.studyandprotect.com/> (basic cover)

<http://www.irishlifehealth.ie/>

<https://www.vhi.ie>

<http://www.layahealthcare.ie>

<http://www.aviva.ie>

Students are required to pay for the health insurance or any medical attention from their own funds. For this reason it is strongly advised that they obtain suitable medical insurance to cover any costs of emergency medical treatment as these costs may be high.

**Note that:** A student who cancels their medical insurance following registration will be in breach of their immigration conditions

### 7.3 Personal Public Services Number (PPS Number)

The PPS number is a unique personal identifier and is used by Government Departments and other authorised users to provide the public with secure access to a wide range of public services. All Students must apply for their PPS number upon arrival in Ireland.

Students can make an appointment to get one either by [using MyWelfare.ie](http://www.mywelfare.ie) or by calling into their local Intreo Centre or Social Welfare Branch Office

### 7.4 Garda National Immigration Bureau (GNIB)

All non-Irish nationals, who are not citizens of the EU/EEA or Switzerland, must register in person with the Garda National Immigration Bureau (GNIB) after arrival. The GNIB will issue a an Irish Residence Permit (IRP), previously called a GNIB card.

To make appointments please visit their website and follow the instructions:

<http://www.inis.gov.ie/en/INIS/Pages/first-time-registration>

### 7.5 Bank Account

Upon arrival in Ireland students will need to open an Irish bank account. FL will provide a letter confirming your student status. Additionally, they will also need to submit:

- proof of your identity
- proof of your address

*Please contact our Student Support Officer for further information.*

### 7.6 Emergency Services

Here are some useful links that may be helpful during a student's stay in Ireland.

**Police** (known as Garda in Ireland) - In an emergency the "blue light" services - Garda Síochána, ambulance, fire and Irish Coast Guard can be contacted by dialling **112** or **999**.

**Ambulance services** [ambulance service website](#).

**Residential Tenancies Board:** <https://www.rtb.ie/> (to complain about unfair treatment by landlords)

**Threshold:** <https://www.threshold.ie/> (for advice about renting accommodation)

**Depression helpline:** [Aware.ie](#) 1890 303 302 (seven days a week, from 10am to 10pm)

**Rape crisis Centre:** <http://www.drcc.ie/>

**Irish Council for International Students:** <https://www.internationalstudents.ie/>

*Any help and support needed by student please do not hesitate to contact FL office.*

### 7.7 Accommodation

Future Learning can organise host family accommodation is available for students upon request.

- Accommodation fee is €230 per week.
- Minimum booking is 1 week and the maximum is 6 weeks
- Accommodation is subject to availability of dates requested.
- Accommodation fees must be paid in full before student's arrival.
- Student can book the accommodation with FL Student support Officer, who will make all necessary arrangements with the Host family Coordinator.

- Accommodation will be confirmed by Student Support Officer when full payment is made.

Alternatively, students can look for their own accommodation in the following websites:

- <https://www.rent.ie/>
- <https://www.daft.ie/>
- <https://www.property.ie/>

### 7.8 Social Activities

- At Future Learning Language school we organise 3 activities per week.  
Example activities: Movie, Pub crawl, Walking tours, Bowling, Speaking classes, etc.,
- These events are a great way to practise your English outside of your lessons. It is also an excellent opportunity to make friends and chat to teachers away from the classroom.
- Students can sign up for these activities and pay the fees online
- Minimum of 6 students are required to sign up in order for us to arrange the activities

*Please note that your teacher will let you know about the next social activity in your lessons, or you can look on our social activity calendar.*

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## 8. Holiday Policy - Academic Calendar, Breaks & Bank Holidays

### 8.1 Academic Calendar 2019-2020

Autumn Term: 26th Aug 2019 & 24th Aug 2020

Winter Term: 13th Jan 2020

Spring Term: 11th May 2020

Late enrolments are accepted when students are waiting on visas up to a maximum of six weeks after the start date.

### 8.2 Breaks

The dates outlined below are the only time that students are permitted to take breaks during their 25 week course of study.

As a student on a course of 25 weeks of study, you will normally be entitled to between eight and ten weeks of holidays.

- Christmas break (3 weeks): 21st December 2019 - 12th January 2020
- St. Patricks (1 week): 14th - 22nd March 2020
- Easter Monday (1 week): 11th - 19th April 2020
- May Day (1 week): 2nd - 10th May 2020
- Summer break (5 weeks): 4th July - 9th August, 2020

Please note: *Apart from these breaks Future Learning Language school will close on bank holidays. Please see below for the full list of Bank Holidays in Ireland for the year 2019-2020.*

### 8.3 Unscheduled Breaks

Please see absenteeism policies for details of unscheduled breaks. Leave due to illness of the student or illness or death of a family member are the only unscheduled breaks that will not affect attendance on the 25 week course provided the steps under the absenteeism policy are followed.

### 8.4 Bank Holidays 2019-2020

#### 2019 - Ireland Bank Holidays

August 05 • August Bank Holiday

October 28 • October Bank Holiday

- Christmas break includes Christmas Day, Stephen's Day and New Year's Day

#### 2020 - Ireland Bank Holidays

March 17 • St Patrick's Day

April 13 • Easter Monday

May 04 • May Day

June 01 • June Bank Holiday

- Summer break includes August Bank Holiday  
October 26 • October Bank Holiday

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## 9. Operation of Refunds and Client Visa Account Policy

Future Learning operates a separate client visa account (IBAN IE03 AIBK 9325 2352 3661 29) on the following basis.

1. All visa bearing courses are paid in full to our client visa account in advance of their course with their full name in the reference details.
2. Visa invitation letters are issued upon receipt of this payment which must be at least 30 days prior to course commencement.
3. When the admissions officer receives notice of visa approval they will instruct the accountant to transfer the fee to our main account.
4. When we receive notice of visa refusal the admissions officer will instruct the accountant to issue a refund to the same payee details less the fees as follows;
  - If withdrawing more than a six weeks prior to expected arrival date the full course fee is refunded less €200 course deposit.
  - If withdrawing less than six weeks prior to commencement of the programme due to visa refusal the full course fee is refunded less €200 course deposit the cost of the first week of accommodation booked through the school (€230). Such refunds are subject to FL receiving all original copies of FL's enrolment plus the original letter of refusal from the appropriate Immigration authority 14 days prior to a student's arrival date. If evidence is not supplied within this time frame, then a cancellation fee equivalent to 1 week's full accommodation and tuition fees will apply.
  - Once a Non-EEA student arrives in Ireland and has their passport stamped by the Garda National Immigration Bureau (Irish Residence Permit) at the port of entry they are deemed to be a student of the school and no refund will be made. Equally, if a student has received their Visa from an Irish Embassy abroad, they are also deemed to be an FL student and no refunds will be made.
  - If withdrawing post commencement of the course due a serious and documented personal issue the advertised cost of taking a course of that number of weeks for each week or part thereof that (i.e. not including discounted rates for long term booking), which has elapsed prior to written notification being received plus €200 course deposit and the following week's accommodation fee, where this is arranged through the school.
  - If withdrawing more than three months into the programme no refunds will be given on the remaining course fee.

- If Future Learning is forced to cancel a course due to low numbers or other unforeseen circumstances a full refund will be given.
- Refunds will typically be issued within a period of month and never exceeding three months. Any queries about the status of refunds should be made to the school accountant.

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## 10. End of Course Exam Policy

### 10.1 Introduction

This policy relates to non-EEA students on Stamp 2 visas required for Future Learning Language School's 25 week Adult Programmes.

Future Learning Language School prepares students for and administers end-of-programme exams to all non-EEA visa students on 25 week study visas. The Trinity ISI exam fee is built into the course fee and taking it is essential in order to successfully complete the course.

If a non-EEA students on an adult programme decide to take an alternative exam at an equivalent level, Future Learning will assist them in making the booking. The student is expected to pay the relevant exam fees themselves. See the list of Examinations and Awarding Bodies for accepted alternatives.

### 10.2 Procedure

Students on academic year programmes are registered for the exam 8 weeks in advance of the exam date. The Director of Studies is responsible for administering the exam booking, keeping scanned copies of exam certificates and recording exam results. This information is recorded in the student's file along with their progress, assessment and attendance percentage.

Original copies of the exam certificates are presented to the students.

### 10.3 Exam Agreement

All non-EEA students on 25 week study visas must read and sign the exam agreement agreement (below) on application to the programme. This agreement states that students understand their obligation to sit an end-of-programme exam. This document is kept on file in the Director of Studies' office and a copy is given to the student.



## End of Programme Exam Agreement

I, \_\_\_\_\_, understand that I am obliged to take an end-of-programme examination as part of my Stamp 2 Visa requirements and that this examination is mandatory.

I understand that if I miss my exam date or fail to attend the exam, I will need to pay in full for another end-of-programme examination in order to fulfil my visa requirements.

I understand that Future Learning Language School will keep a record of my exam result and a scanned copy of my certificate.

Student Signature:

Director of Studies Signature:

Date:

Date:

## 11. List of Examinations and Awarding Bodies

End of programme exams for adult academic year programmes at Future Learning.

Programme Title	End of Programme exam	Examining / Awarding Body	Number of tuition hours	No. of weeks Duration	Entry Level	Exit Level
Life Skills Through English	Trinity ISE I	Trinity College London	375	25	A2	B1
English for Professional Communication	Trinity ISE II	Trinity College London	375	25	B1	B2
Foundation for Study Through English	Trinity ISE III	Trinity College London	375	25	B2	C1

The following alternative exams can be booked and administered for students by Future Learning Language School. If you would like more information on fees, exam dates and booking procedures, please speak to your Director of Studies.

Examination	Minimum exit score	Awarding Body
C1 Advanced (Cambridge English, formerly CAE) B2 First (Cambridge English, formerly FCE) B1 Preliminary	Pass/ C1 Pass/ B2 Pass/ B1	Cambridge English
Academic IELTS General IELTS	4.0/ B1 4.0/ B1	British Council
Pearson Test of English	43/ B1	Pearson
TOEFL iBT	42/ B1 72/ B2 95/ C1	ETS Global
Test of Interactive English (TIE)	B1	ACELS/QQI